**Medical Release:**

While the Oakland ZooCamp takes appropriate precautions to ensure participant safety, sometimes accidents result in injuries. In the event of a serious injury or health crisis, zoo staff will communicate with a participant’s family as quickly as possible.

In case of an emergency, I hereby authorize Oakland Zoo to take steps to ensure my child’s health, including permission to seek medical attention and transport to the nearest hospital. I request that the Oakland Zoo administer medical treatment as appropriate given the allergy and medical information I provided during the registration process.

**Publicity Release:**

During ZooCamp, we often take photographs, audio, or video recordings. These images and recordings are used in print and online promotional materials. We take care to protect participant privacy by not identifying participants by name and we do not share or sell these images to other organizations.

I authorize Oakland Zoo to use my child’s image for educational and public relations purposes related to the zoo. I understand that we will not receive compensation for use of images, audio, or video of my child taken while they are enrolled in the ZooCamp program.

**Cancellation and Refund Policy:**

- Cancellation 14 business days or more before the event = 90% refund of the total balance.
- Cancellation 8-13 business days before the event = 50% refund of the total balance.
- Cancellation less than 8 business days before the event = 0% refund of the total balance.
- If you take advantage of our two-payment plan, the percentages above apply to your total camp fees, not the deposit paid.
- Membership fees are non-refundable.
- Programs are held rain or shine.
- No refunds are issued due to camper absences, including absences due to illness.
- As long as you contact us more than eight business days before your camp session begins and space is available in the desired class, there is no fee or penalty for transferring from one session to another. We are unable to make transfers within eight business days of a camp session. We are also unable to make transfers between Summer ZooCamp and our school break ZooCamps or other zoo programs. Call the ZooCamp Hotline (510-632-9525 x280) or email us at zoocamp@oaklandzoo.org to request a transfer. Please note: if you register online for a new class, then cancel your original registration, the standard cancellation fees apply.
- To cancel, transfer from one session to another, or make other changes to your ZooCamp registration, please call the ZooCamp Hotline (510-632-9525 x280) or email us at zoocamp@oaklandzoo.org.