We anticipate that your child/children will have a great time participating in Oakland ZooCamp programs, but in order for all involved to gain the most from the experience, there are certain rules that all participants must follow. By registering your child in our ZooCamp program, you are agreeing to the following policies. Please review these expectations for positive participant behavior with your child/children before they attend a ZooCamp program.

ZooCamp Behavior Expectations:

1. Be respectful towards camp staff, volunteers, other participants, and the zoo animals.
2. Observe ZooCamp rules and be safe

Specific rules include, but are not limited to the following:

- Stay with your camp group
- Listen and follow instructions
- Keep your hands and feet to yourself
- Walk (don’t run!) in the zoo
- Keep your feet on the ground (do not climb on fences or exhibit barriers)
- Use a quiet voice around the animals
- Take care not to drop food or other objects into animal exhibits
- Ask permission before touching any animal

Rule enforcement:

Minor rule violations (i.e. talking while a staff member is giving instructions, running instead of walking, etc.)

- Camp staff will give one or more verbal warnings, as they feel is appropriate given the rule violation and the context of the child’s behavior overall
- Repeat warnings will result in a short timeout from camp activities, as enforced by the group instructor
- Camper with repeat or multiple minor rule violations will be sent to the Camp Director for a conference about their behavior and a lengthier break from camp activities
- The adult picking up the camper will be notified whenever a camper has had a timeout during the day.

Major rule violations (i.e. aggression towards another participant, blatant disregard of the rules, blatant disregard for safety of participants or animals, etc.)

- Camper will be immediately sent to the Camp Director for a conference about their behavior and a lengthy break from camp activities
- The Camp Director will contact the parents to inform them of the situation and the consequences
- Depending upon the severity of the offense, the parents may be asked to pick up the camper immediately and the camper may be dismissed from camp. If a second chance seems appropriate, it may be granted, but the camper must be aware of his/her actions, accept the consequences of those actions as determined by the Camp Director, and change his/her behavior.
- The Oakland Zoo reserves the right to require the withdrawal of any camper, if, in the opinion of the Camp Director, such withdrawal is in the best interest of the camp. No refunds will be issued when campers are dismissed from the program for rule violations.