

Oakland Zoo Camp FAQ

Q. How long does camp run?

A. Half day camp runs from 9am – noon. Full day camp runs 9 am - 4 pm. All summer sessions are Monday-Friday, except there is no camp on July 4.

Q. How much contact with the animals do campers get?

A. With the exception of the petting zoo, our zoo residents are wild animals and it is not safe to go into their exhibits or pet them. During “Animal Close-Ups,” campers will get to meet animals that live off exhibit and are used in many of our Education programs. These are animals that most zoo visitors don’t get to meet and many of them are safe to touch. Most of our programs for campers in grades 1-8 also include one behind-the-scenes experience. Our Nature Play curriculum does not include a zoo behind-the-scenes, but this program gets to visit areas of Knowland Park which are not included in our other camp programs.

Q: My child has special needs. Can you accommodate us?

A: We do our best to accommodate children with diagnosed special needs in a way that provides all of our campers with a positive experience. Please call us (510-632-9525 x280) and we will be happy to discuss options.

Q. Can my younger child be with my older child even though they are in different grades?

A. If your children are both entering grades 1-5 and they enroll in Nature Play, our mixed age group camp, they may be in the same group. If this is the case, be sure to put their sibling’s name in the “special friend” field during registration. All of our other classes are designed to be age appropriate for each grade level and we do not make exceptions to this policy for siblings.

Q. Can parents come to camp too?

A. All of our other camp programs are designed for children to participate independently and parents are not allowed to participate or tag along.

Q. My camper has a friend coming to camp, how can I make sure they will be placed in a group together?

A. Each camper may request one special friend. During the registration process, there is a prompt to enter the name of your child’s “special friend.” As long as both campers have requested each other, we will do our best to place campers in a group with their special friend,. If you did not enter a special friend’s name during registration but would like to add one now, please call us ([510-632-9525 x280](tel:510-632-9525)) or email us (zoocamp@oaklandzoo.org) and we will add your request to your camper’s registration information. If you leave a voicemail message, please spell the first and last name of your child’s special friend.

Q. Do I have to pay for parking when dropping off or picking up my camper?

A. No, ZooCamp families receive free parking. If the parking machine arms are lowered, take a receipt from the parking machine. Please keep this receipt, and scan it on the parking machine as you leave. If you leave within one hour, you will not be charged for parking.

Q. I paid a 50% deposit during online summer registration. When is the balance due and how do I pay it?

A. The remaining 50% is due one month before your scheduled session. You will be reminded via email at least one week before your account balance is due. If you do not log in and manually make a payment, the credit card on file will be charged automatically on the payment due date.

Q. I have signed up to be on a waitlist for camp, what does that mean?

A. We allow two participants per camp class to be on our waitlist, because there is a realistic possibility that 1-2 participants will have to cancel or change their registration. We have no way of knowing if or when someone will cancel out of the class but as soon as we have an opening we will call or e-mail you to let you know space has become available. We will not transfer your child into the class until we get confirmation from you and explicit permission to charge the credit card on file, in case you have made other plans for that week. If you do transfer into a class from the waitlist, the \$5 waitlist fee will apply towards the cost of camp.

Q. My camper is registered for Busy Beasts and I need to submit proof of age. What do I need to provide and how do I get it to you?

A. Please send us documentation in the form of birth certificate, medical record, passport, or other official document showing your child's name and birthdate to prove that your camper will be 4 years old by January 1st, 2020. Please submit your document as an email attachment to zoocamp@oaklandzoo.org.

Q. What do I do if I need to transfer sessions?

A. If you need to transfer sessions or make other changes to your registration, please call us ([510-632-9525 x280](tel:510-632-9525)) or email us (zoocamp@oaklandzoo.org) and we will make the changes internally. There is no fee for transferring from one session to another. However, if you register online for a new class then want to cancel your original registration, our standard cancellation fees will apply. Please note, you can only transfer into classes that still have space available.

Q. I need to add before care/after care/purchase additional t-shirts. How do I do this?

A. If you need to make changes to your registration, including adding additional financial options, please call us ([510-632-9525 x280](tel:510-632-9525)) or email us (zoocamp@oaklandzoo.org) and we will make the changes internally. Please include explicit permission to charge the credit card on file or provide information for a new credit card.

Q. Is food provided? What food should my camper bring?

A. We do not provide any food for campers. Our experience has been that due to food allergies, it is best if families provide all food for campers. Half day campers should bring one healthy snack. Full day campers should bring a healthy lunch and two light, nutritious snacks - no junk food, please. Lunches will be stored in our auditorium, but morning and afternoon snacks are collected and carried into the zoo with the class. It is helpful if snacks are labeled with your camper's name.

Q. My camper has peanut and/or tree nut allergies, is this a problem?

A. Not at all! We are accustomed to accommodating campers with allergies. As long as you have listed your camper's allergy when registering them we will be aware of the issue. Camp has a

strict no sharing food policy and we don't do crafts involving peanuts or tree nuts. If your camper has an epipen or other allergy medicine, staff will carry it with the group and have it on hand at all times. Camp staff go through specific training in how to administer epipen medications.

Q. What should my camper wear to camp?

A. Campers are required to wear their ZooCamp t-shirt every day for summer camp. One camp shirt is included with every summer registration. If you would like to purchase extra camp shirts please email zoocamp@oaklandzoo.org or call the ZooCamp Hotline: 510-632-9525 x280. Temperatures can change throughout the day, so we recommend dressing in layers. Sandals must have a heel strap and an ankle strap. No flip-flops please.

Q. Does my camper need to bring anything with them?

A. Sometimes we ask that campers bring in a specific item from home for crafts. If this is the case, the request will be included in the Monday morning welcome letter distributed separately in each class. Otherwise campers only need to bring themselves, lunch, and snacks!

Q. Where do I drop off my camper?

A. As you enter the zoo you will take the second left after the parking gate towards the "lower entrance." Please park your car and walk your camper into the auditorium each day. Half day campers will meet their teachers under the shade structures in the auditorium courtyard. Full day campers will meet their teachers inside.

Q. Where do I pick up my camper?

A. As you enter the zoo you will take the second left after the parking gate towards the "lower entrance" and park your car. Half day campers get picked up from the shade structures in the auditorium courtyard (the same place as drop-off.) Full day campers are picked up from the picnic area called "Tiger Timbers." Please walk over to your camper and make sure they say goodbye to their teacher each day, so we know every camper goes home with someone safe.

Q. What should I do if my camper will be absent?

A. If your child will be absent, please let us know by calling 510-632-9525 x123.

Q. What if I am late to pick up my camper?

A. \$10.00 fee for every 15 minutes will be charged for late pick-ups. If you are going to be late please call 510-632-9525 x123. Don't worry, we will keep your camper safe and supervised until you arrive.

Q. What happens if my camper loses something?

A. If the item is marked with your camper's first and last name, we will do our best to get it back to you. Lost and found items are held in ZooCamp storage until the end of the summer. Any remaining items then go to the zoo-wide Lost and Found.

Q. What is your cancellation policy?

A. Cancellation more than 14 business days before the event = 90% refund of the registration fees.

Cancellation less than 13 business days but more than 8 days = 50% refund of the registration fees.

Cancellation less than 7 business days before the event = 0% refund of the total balance.

If you need to change or cancel your camp registration, please call our ZooCamp Hotline ([510-632-9525](tel:510-632-9525) x280) or send us an email (zoocamp@oaklandzoo.org). Please include detailed information in your message including your name, your camper's name, and the specific change you would like to make.

Q. What is the Oakland Zoo's tax ID number?

A. The Oakland Zoo's tax identification number is 941687847.