



## Frequently Asked Questions for ZooCamp at Franklin Park Zoo

### 1. What documents are required and when do they need to be submitted?

There are three required documents that must be submitted for each child that is registered: current immunization records, the ZooCamp model release, and the ZooCamp medication administration form.

As an optional form, you may also submit behavioral management plans, Individualized Education Plans (IEP) or other documents that may help ZooCamp provide your child with a valuable camp experience

If your household income is less than \$100,000 annually and you register using our sliding scale payment method, you must also submit income verification. We require a copy of the first page of your most recent federal income tax return. Please do not include schedules, worksheets, or state returns. If a tax return is not available, you may send copies of W-2 forms, end of year paystubs, or letters detailing Social Security benefits, unemployment compensation, child support, or other income. Please omit any sensitive information including social security numbers.

All required documents can be submitted in the following ways:

- Uploaded directly to your Active account under the 'Supplemental Forms' tab
- By Email: [FPZcamp@zoonewengland.org](mailto:FPZcamp@zoonewengland.org)
- By Fax: 781-438-9517 Attn: Franklin Park Zoo Education Department
- By mail or in person:
  - Franklin Park Zoo
  - Attn: Education Department
  - 1 Franklin Park Road
  - Boston, MA 02121

**All required documents must be submitted prior to May 13th. If we do not receive your forms by that date, your registration will be cancelled, and payments will be refunded.**

### 2. What is the daily schedule for ZooCamp?

Below is an example of a typical daily schedule\*:

8:45am – 9:00am: Drop-off

9:00-9:15am: Transition to tents, get ready for day

9:15-11:15: Morning activities, lesson, games

11:15-12:00: Live Animal Encounter

12:00 – 1:00pm: Lunch and Free Time

1:30 – 2:30pm: Afternoon games, crafts and zoo walk

2:30 – 3:00pm: Clean-up camp, make sure we have all of our things and head out to the pick up point

Once per session, ZooCamp will go behind-the-scenes or have a special tour with a zookeeper!

3. **When/where is drop-off and pick-up?**

Drop-off will happen between 8:45-9:00 am, and pick-up will be between 3:00-3:15 pm. We will be using the gate *next to* the Main Gate (aka the Zebra gate), which is located on Franklin Park Road across from the small turn around area/parking lot. Staff will check photo ID before releasing campers and having the parent/guardian sign them out.

4. **Where is extended care located and when I can I drop-off and pick-up my camper from extended care.**

Before care and after care are both located at the Meeting Barn at the children zoo section of FPZ. Drop off for before care will occur at the main zebra gate. From 7:45am-8:00am, we will have a Lead Camp Counselor stationed at the main zebra entrance to the zoo where you can drop your child off for before care. From 8:00am-8:40am, you will need to call the camp phone so the Lead Camp Counselor can come to the gate to get your camper

Pick-up from after care can happen any time from 3:00-4:15pm. You will need to go into the zoo to get your camper from after care but the attendants will be notified and will let you in without a problem.

Maps and video instructions will be provided so there is no confusion on where the Meeting Barn is located.

5. **What happens if I am late to pick my camper(s) up from ZooCamp or extended care?**

If you are late to pick your child care up from extended care, starting at 4:20 PM, you will begin accruing a late-fee. At 4:20 PM, you will be charged \$5.00. You will be charged \$5.00 additionally for every five minutes following 4:20 PM. The late fee will increase to \$10.00 for every five minutes starting at 4:45 PM. *Please note: this applies to after-care only.*

If you ***did not*** register your camper for extended care, and are more than 10 minutes late to pick them up (picking them up after 3:25 PM), you will be charged our single day rate of extended care which is \$30.00.

6. **I didn't register my child for extended care during registration, but now I need to sign them up, what can I do?**

There is a maximum of 20 spots allocated to extended care. If there is extended care availability during your campers' session of ZooCamp, you can sign them up any time up until the Wednesday before the start of their session. You can login to your Active.com account to add extended care. Please note, we offer several options for extended care including: morning care only, after care only, both morning and after care, and single day (both morning and after care).

**5. What should we pack for ZooCamp each day?**

- 2 Face coverings
- Sunscreen/bug spray- please apply and bring more for additional applications!
- Reusable Water Bottle
- Snack
- Lunch (We do not have refrigeration at camp so make sure to not pack spoilable foods. These do not have to be nut-free, but please keep in mind we do have campers with food allergies)
- Weather appropriate gear and clothing (hat, hoodie, rain jacket, etc.)
- Comfortable shoes to walk and run in (We do a lot of both at camp!)
- *Optional:* ZooCamp t-shirt. Campers will receive a t-shirt in the beginning of the camp session. Campers are welcome to wear their ZooCamp shirt to camp but it is not required.

*Leave it at home:*

- Favorite toys & stuffed animals.
- Money for food and gifts. The zoo's concessions and gift shop are not available to campers during ZooCamp.
- iPads & other electronics.

**6. When should we expect a reminder email?**

A reminder email will be sent out the Monday before your camper's session begins.

**7. Will my child have contact with zoo animals?**

ZooCamp has a daily encounter with an ambassador animal from our ambassador animal collection. Campers will also go behind-the-scenes with a zookeeper once per session to watch an animal training session, feed an animal, or see their behind-the-scenes home. Campers are not allowed to touch animals on exhibit or in the behind-the-scenes areas. If a ZooCamp staff member feels like a camper or group cannot follow the expectations of an animal encounter or going to a behind-the-scenes area, the camper or group may miss out on the experience.

**8. Can my child be in the same camp session as their friend/sibling/relative?**

If the siblings/friends/relatives are of a similar age group, then we will try our best to pair them in the same group. Make sure to put the request down when registering. If the pair is a few years apart than them being together is not guaranteed due to our camp being separated into different age-based curriculum and activities.

**9. Can my child bring lunch with peanut butter?**

Campers are permitted to bring food with peanut butter and other nuts. ZooCamp does see campers with nut/other food allergies, and camp counselors will work to prevent any potential contact with allergens. Campers with food allergies will eat snack and lunch at a designated table with no nut-products permitted.

**10. Does my child need to be toilet trained?**

All campers are required to be fully toilet trained, and must be able to use a public restroom with no assistance from camp staff.

**11. What is the counselor to camper ratio?**

Counselor to camper ratio is 1:10 for regular camp and 1:5 for Young ZooCampers. The ZooCamp staff includes 1 director, 2 leads and 5 camp counselors plus ZooTeens.

**12. Can my camper have a 1:1 ratio with staff?**

ZooCamp welcomes all children to attend camp. We request that you please provide any important information pertaining to your child that will enable them to have the best experience possible at camp. This information may include behavioral or emotional conditions, accessibility concerns, Individualized Education Plans (IEP) and behavior management plans. ZooCamp staff will work with parents/guardians to provide their camper with a valuable camp experience. Please note that it is not possible for our staff to provide your camper with 1:1 attention during the camp day. If this is something your camper requires, please contact the ZooCamp Director prior to registration to discuss possible options for your child.

**13. Can I change my session or make adjustments to my registration?**

Changes or adjustments to your registration can be made up to 10 days before the start of the session. Changes include switching or adding sessions if there is available space in another session for that age group.

**14. What is your cancellation policy?**

If you need to cancel your registration more than 6 weeks before the date of your camp week, 75% of your camp cost will be refunded, minus a \$10 service fee. If you need to cancel three weeks or more before the start of your camp week, 25% of your camp cost will be refunded, minus a \$10 service fee. If you are cancelling three weeks or less before the start of your camp session, no refunds will be issued.

**15. What is your inclement weather policy?**

We take safety seriously – for campers, Zoo visitors, staff and for our animals. In the unlikely event of an impending natural disaster, such as a tropical storm or hurricane, Zoo staff may decide to cancel a day of camp. We monitor forecasts and aim to make any cancellation decision prior to pick-up the day before the disaster is predicted to strike. We reserve the right to cancel a day of camp by 8am on the morning of the storm. We appreciate your support and understanding should such a decision need to be made. Historically, this has been very rare. If we decide we must cancel a day of camp due to situations beyond our control, we will refund 50% of that day's fee, minus a \$10 service charge.

**16. What is the Zoo New England tax identification number?**

04-3129124.

**17. Where can I find contact information for the Zoo New England Education Department?**

ZooCamp Director Ben Yoch

Cell phone: 617-438-7017

(Cell phone is reachable by text/call Monday – Friday during camp hours)

Email: [FPZcamp@zoonewengland.org](mailto:FPZcamp@zoonewengland.org)

Education Administrative Specialist

Desk phone: 617-989-3742

Email: [education@zoonewengland.org](mailto:education@zoonewengland.org)  
(Available Monday – Friday)

Director of Education & Volunteer Programs  
Desk phone: 617-989-3736  
(Available Monday - Friday)