

Cancellations & Refunds

Over Two Weeks prior to your class: \$20 Cancellation Fee

Two Weeks prior to your class:
No refund will be issued since the spot has been reserved for you and it may not be filled.

Got to camp late? Need to leave early?

Late arrivals or children departing early disrupts camp and causes staff to be pulled away from programming. Please make every effort to respect the camp schedule. Drop off and pick up is at Education Building A.

Photo Day

Summer Safari shirts (included in the class fee) are given out on Tuesdays for photos. Please make every effort to attend and be on time. Pictures will not be retaken.

When can I register my child?

FOTAZ member: Begins **Monday, March 26 at 9 am.**

Non-member: Begins on **Monday, April 2 at 9 am.**

Registrations made online and by mail, fax, or in person are accepted. No phone registrations. All classes are filled on a first-come, first-serve basis. **A completed application with full payment is required to reserve a spot. All registrations are processed in the order received and membership status is checked.**

How will I know if my child gets into a class?

Once your child's registration is complete, you will receive a confirmation notice by email or phone based on your registration form. Classes may be cancelled or combined if registration is below our required minimum.

Can I register my child in an older or younger age group?

No, we adhere to grade requirements as our classes are age appropriate. **All classes are based on grade completed in May 2018.**

What if I want my child in the same class as a friend?

It will be more likely for your child to be registered in the same class with a friend if both completed forms with payment are turned in together. If non-member forms are mailed with member forms, they will both be processed after the non-member date.

What if the class I want is full?

We can put you on a waiting list, however there is no guarantee that a space will become available.

Can my child attend more than one class?

Your child can attend up to 2 classes for his or her age group. Although some activities may be repeated, different lesson plans are developed for each class.

What if my child has allergies or restrictions?

PLEASE MAKE US AWARE OF ANY ALLERGIES or restrictions your child may have. Note this on the registration form and make sure the teacher is aware of this on the first day.

What about drop-off and pick-up for my child?

Drop-off and pick-up occurs at Education Building A behind Bringham Field. Children should arrive 10 minutes prior to class beginning and should be picked up promptly at the end of class. **A parent or guardian MUST sign the child in and out each day.**

How should my child dress?

Children should dress comfortably, no new or valuable clothing. **CLOSED SHOES are required. No slides, flip-flops, sandals, crocs, wheelies, etc.** Make sure clothing is weather appropriate, since campers will spend time outdoors too. **Summer Safari campers will receive a t-shirt,** and no size exchanges can be made.

What if I need to reschedule?

Rescheduling requests are determined by availability.

Should I attend class with my child?

Unless there are special need requirements, children should attend classes without parents or guardians.

How are children supervised?

Children are supervised at all times by Zoo staff, trained volunteers and educators who conduct the classes.

Will there be a snack break?

Yes, snacks are prepared for all classes. Water and other drinks are made available every day. Children cannot purchase drinks or snacks during classes.

Will my child get to touch animals or go behind the scenes?

Each day children will get to see different animals up close. Some will be touchable, others not. Children are offered special educational opportunities such as visits with zookeepers.

What does the Zoo consider potty-trained?

According to the Zoo, if your child is potty-trained they will not need assistance at all in the restroom. We understand that accidents happen, but all campers must be potty-trained to attend. We cannot change diapers or clothes for your child.

What about scholarships?

A limited number of partial to full scholarships are available. Scholarship applications are available online.