

Summer Safari Frequently Asked Questions

Cancellations and 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.

What are your COVID-19 safety measures?

Mitigation measures include (but are not limited to) participants 1st grade and above will follow mask protocols during tours of behind the scenes areas. Campers experiencing symptoms of COVID-19 or has had a potential exposure, will not be permitted to attend camp until they can present a negative COVID-19 test. All protocols and safety measures are subject to change based off current best practices in accordance with CDC, LA Dept. of Health, and local guidance.

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. 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. Classes are based on grade completed in May 2022.

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.

What if I need to reschedule?

Rescheduling requests are determined by availability.

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.

When registering, parents are asked to list the names of authorized transporters. Everyone picking up a child from camp will be required to present a photo ID that matches a name on the authorized transporter list.

How should my child dress?

Children should dress comfortably, no new or valuable clothing. MASKS will be required for some behind the scenes opportunities. 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.

Should I attend class with my child?

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

Special Needs

Alexandria Zoo strives to accommodate all interested children. Please understand that our camps are very active, with multiple transitions and sensory changes throughout the day. While we are a traditional camp (not specialized for specific special and/or medical needs), we welcome all children and do our very best to accommodate every child. If your child is not self-sufficient, you will be asked to provide an aide for the week of camp.

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. If your child has any food allergies or dietary restrictions, please pack your own snacks.

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

Each day children will get to see different animals up close. Due to COVID precautions, children will be unable to touch any animals. Children are offered special educational opportunities such as visits with zookeepers.

How are children supervised?

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