# Frequently Asked Questions for ZooCamp at Franklin Park Zoo

**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 (if applicable).

- The model release form gives or denies us to take photos that have your child in them. This includes any marketing material used by the Zoo.
- If your child requires medication to be **administered during the camp day**, you will be required to fill out a Parent/Guardian Authorization to Administer Medication 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 $150,000 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:

- By Email: FPZcamp@zoonewengland.org
- By mail:

  Franklin Park Zoo
  Attn: Education Department
  1 Franklin Park Road
  Boston, MA 02121

**All required documents must be submitted prior to May 8, 2027. If we do not receive your forms by that date, your registration will be cancelled, and payments will be refunded.**

**What is the daily schedule for ZooCamp?**

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

9:00-9:15am: Drop off
9:15 –9:30am: Opening Circle –Opening circle helps us to wake up and get excited for the day! This activity involves all campers and includes introduction of the daily theme.
9:30 –12:00am: Morning activities, snacks, and games.
12:00 –12:30pm: Lunch.
12:30 –1:30pm: Choice time (zoo walk, craft, or game)

1:30 –3:00pm: Afternoon activities and games.

3:00 –3:30pm: Clean-up and closing circle –Closing circle is a good time to reflect on the day's activities in smaller camper groups.
3:30-3:45: Sign out

**My camper has a summer birthday, and they are on the cusp of two age groups. What age group should I register them for?**

Please register your camper based on the age that they will be on September 1, 2027.

**When/where is drop-off and pick-up?**
Drop-off will happen between 9:00-9:15 am, and pick-up will be between 3:30-3:45 pm. We will be using the Giraffe Gate, located in the rear of Franklin Park on Pierpont Road, off Circuit Drive. Staff will check photo ID before releasing campers and having the parent/guardian sign them out.

**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 Oak Lea Ten and Meeting Barn Building located in the Children's Zoo section of Franklin Park Zoo. Drop off for morning care will occur at the Giraffe Gate. From 8:00am-8:15am.

Pick-up from after care can happen any time from 3:45-4:30pm. You will need to let camp staff know who you are there to collect, they will verify your photo ID, and radio counselors to escort your camper to the Giraffe Gate.

**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 4:35 PM, you will begin accruing a late-fee. At 4:35 PM, you will be charged $5.00. You will be charged $5.00 additionally for every five minutes following 4:35 PM. The late fee will increase to $10.00 for every five minutes starting at 4:50 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 3:45 PM), you will be charged our single day rate of extended care which is $45.00.

**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 30 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).

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

- Snack – Campers will have snack time in the morning.
- Lunch – Please pack a lunch that does not need to be refrigerated.
- Reusable Water Bottle
- Close-toe and comfortable walking shoes
- Weather appropriate clothing and gear. Camp is on rain or shine!
- Sunscreen
- Bug Spray
- *Optional:* ZooCamp TShirt! Campers will receive a t-shirt at the beginning of their camp session. Campers are welcome to wear their ZooCamp shirt, but it is not required.

  *Leave at Home:*
  - Favorite Toy & Stuffed Animals
  - Trading Cards
  - Money for Food & Gifts. The zoo's gift shop will not be available to campers during ZooCamp. Concessions will only be available when repurchased by a camper's adult during registration.
  - iPad, Tablets & Other Electronics, If needed, we will ask campers to keep their phones turned off and in their backpack during the day.

**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.

**When should we expect a reminder email?**
A reminder email will be sent out the Wednesday before your camper's session begins.

**Will my child have contact with zoo animals?**
ZooCamp has a daily encounter with an ambassador animal from our ambassador animal collection. Campers *may* also go behind-the-scenes with a zookeeper 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.

**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 then them being together is not guaranteed due to our camp being separated into different age-based curriculum and activities.

**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.

**What is the counselor to camper ratio?**
The counselor to camper ratio is 1:10 for our campers who are ages 6-13 and 1:5 for our campers who are ages 4-5. The ZooCamp staff includes 1 director, 2 lead camp counselors, 6 camp counselors and 4-6 ZooTeens.

Group size vary for each age group:

- Ages 4-5: 30 Campers
- Ages 6-4: 30 Campers
- Ages 8-10: 30-40 Campers
- Ages 11-14: 20 Campers

**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 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.

**Can I change my session or make adjustments to my registration?**
Changes or adjustments to your registration can 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.

**What is your cancellation policy?**
If you need to cancel your registration more than 2 weeks before the date of your camp week, a $50 cancellation fee will be charged to your account. If you cancel with less than 2 weeks' notice, 25% of your camp cost will be refunded.

**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.

**What happens if my child cannot attend camp for an unforeseen circumstance?**

If your camper cannot attend ZooCamp due to an unforeseen circumstance (including, but not limited to, illness, injury or family emergency), we will refund 50% of the remainder of the ZooCamp session

your camper is attending. Your 50% refund will be prorated to the number of days that your camper will be missing.

**What is the Zoo New England tax identification number?**
04-3129124.

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

ZooCamp Coordinator
Phone: 617-438-7017
Email: FPZcamp@zoonewengland.org
Available during camp hours: Saturday-Wednesday (September – May) | Monday – Friday (June – August)

Lexi Rolfe: Education Manager
Phone: 781-438-9521
Email: FPZcamp@zoonewengland.org
Available Sunday-Thursday

Teresa DeMore: Education Administrative Specialist
Phone: 617-989-3742
Email: education@zoonewengland.org
Available Monday – Friday