

Hello Zoofari Camp Families!

I am very excited to announce the opening of 2024 Zoofari Camp registration and the implementation of our new registration system, RegPack. We expect this product to greatly improve how we collect and manage your information. As with most things, however, change can be challenging. We wanted to provide you with some guidelines on how to proceed and get the most out of your experience with the new process. **Please be sure to visit the Zoo's website to read about camp topics prior to beginning Step 1.**

Step 1: Creating your account.

- You will be asked to create a username and password for your account.
- You will be asked to provide information about yourself and the individuals of your family.
- You will be asked for information such as names, ages, phone numbers, shirt sizes, minor medical (such as allergies), emergency contact information, etc. for each camper. (To switch between camper profiles, click on Profiles.)
- You will be asked to provide the names of authorized individuals with your permission to pick up your camper. (Be certain to include yourself and your spouse if applicable.)
- Once you have completed this process, your family's profiles remain active for one (1) year. This allows you to change or add information as needed.

Step 2: Choosing your camp weeks.

- Note: Camps cost \$225 for members and \$260 for non-members per week.
- You will be asked to choose camp weeks for each camper. (Remember, to switch between camper profiles as needed.)
- Add your chosen camp weeks for each camper to your cart.
- At this time, you can also select the number of camp shirts for your camper. Remember, you will already receive one (1) free shirt with the purchase of each camp week. For example, purchase 3 weeks of camp for a single camper, receive 3 camp shirts for that camper. Please select your total and size(s). Any additional shirts will be charged \$8 per shirt.
- **SCHOLARSHIP APPLICANTS:** Please select three (3) camp weeks for each camper for whom you would apply the scholarship. If approved, we will select one (1) of those camp weeks and contact you directly. Scholarship applicants should NOT proceed to Step 3.

Step 3: Proceeding with payment.

NOTE: A refund equal to 50% of the purchase price may be given when the refund is requested a minimum of four weeks before the start of the camp, this includes any goods or services purchased in conjunction with the camp. If a refund is requested within four weeks of camp, no refund will be given.

- Once you have chosen weeks for all your campers, you can review your cart and proceed with payment.
- We are now offering you the options to pay in full or to make three payments over time.
- We are also offering you the option of a Purchase Protection Plan. This is not necessary to ensure your camp week. This is a third-party entity providing this service and it is nonrefundable.
- NOTE: Once we have received either your full payment or your first payment installment, your camper's spot is reserved in that camp. You must submit all payment installments prior to your arrival for camp.

We appreciate your patience with our efforts to continually improve the products and services we offer our community. We also value any feedback you may have and welcome any questions or concerns that might arise during this process.

Please do not hesitate to reach out to either myself or Kellie Johnson, our Education Programs Coordinator and fearless camp leader at knichols@littlerock.gov.

Thank you so much for your continued support of our Zoofari Camps. Our staff looks forward to (hopefully) seeing you and your camper again this season.

All the best,

Jessica

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