

ZOO-FARI

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McLARTY AUTO GROUP

Camp Guidelines



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Purchasing and Pricing Guidelines

-For On Zoo Grounds and Virtual Camps-

Summer Zoofari Camp Sale Pricing – Not Currently Available

Sale pricing may not be applicable to every camp, please see the pricing packets for further details regarding active sales. Two or more weeks of camp offerings, in any combination, must be purchased in the same transaction for sale pricing to apply. If a specific week of camp is waitlisted, sale pricing may no longer be applied to that particular week of camp. The discounted week of camp must be of equal or lesser value to the week or weeks of camp purchased at regular price. Sale pricing may not be combined with or applied to single-day purchases or camps for campers 12 years of age and above. Sale pricing may be applied when weeks of camp are purchased for one child or more than one child (ex: two weeks for one child or one week for one child and one week for a second child). Little Rock Zoo employees/volunteers or City of Little Rock employees will receive a discount, but may not combine employee/volunteer pricing with sale pricing.

Member and Non-member Pricing

Members of the Little Rock Zoo will be charged the member price on all camps according to the Little Rock Zoo's member discount guidelines. If you wish to receive member pricing, you must have a Zoo membership before registration.

Payment

An invoice that is issued 21 days or more before the nearest start date of any camp included in the invoice is due within 10 days. An invoice that is issued within 21 days before the nearest start date of any camp included in the invoice is due within 48 hours unless otherwise noted. An invoice that is past due will be voided and the associated camper(s) will be removed from the roster(s) without further notice. It is the responsibility of the customer to ensure that an invoice is paid on time.



Cancelations, Transfers and Refunds

If you need to cancel a purchase or transfer a camp to another session, email or call bkutsch@littlerock.gov or (501) 661-7204.

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. The refund of one



or more camps may affect the sale prices charged in the previous transaction, and therefore may affect the refund. In the event that multiple camps have been purchased, and a refund is requested, amounts refunded will begin with the least expensive camp and progress higher in purchase price as needed according to purchases within the same transaction. For virtual camps, refunds will not be provided in the event that the registrant has technology/streaming related difficulties prior to or during camp.

When possible, the Little Rock Zoo can transfer a camp registration to another session within the same season for the same registrant. The ability to transfer a camp is based on availability within rosters and other planning related variables.

Misc.

Day-of or walk-up registrations may be accepted if space is available. During summer Zoofari camp, walk-up registrations will only be accepted for week-long camp purchases on the Monday of the week of camp and are not available for single day registrations. A \$10 fee per camper in addition to the registration fee will be added to walk- up registrations.

The Little Rock Zoo reserves the right to alter the age ranges used to create rosters. Altering age ranges may be used as a method to keep the number of campers in each camp at a safe and manageable amount.

During summer Zoofari camp, provided that the train is available and that the schedule allows for the time, full-day/full-week campers will receive up to two train rides per week, half- day/full-week campers will receive up to one train ride per week and single-day campers of any season of camp may or may not receive a train ride. Train ride days will be determined by the camp teacher and may change due to weather, personnel, or other unforeseeable circumstances. During Zoofari camp seasons other than summer, a train ride is a possibility but not guaranteed.

COVID-19 – Important Additional Information

-On Zoo Grounds Camps Only-

For all those dropping off and picking up campers:

- Anyone involved in dropping off or picking up a camper must wear a mask that covers their mouth and nose when indoors on Zoo grounds.
- In the event that drop-off or pick-up takes place during inclement weather, please stay in your vehicle. Zoo staff will approach your vehicle to assist with either accepting your camper or bringing your camper to you.

For all campers:

- All campers must wear masks when indoors during camp except when eating or drinking.
 - Campers must bring their own masks to camp. If a camper arrives without a mask, they will not be able to participate in camp until they are wearing a mask.
 - Masks will not be supplied by the Zoo.
 - Face masks must be worn covering the mouth and nose at all times.
- All campers will be screened daily by Zoo staff at check-in (see list of screening questions below).

A Day in the Life of a Zoofari Camper

-On Zoo Grounds Camps Only-

This schedule is an example of a full-day camp and does not guarantee that a camper will experience everything. Not all activities listed in the example schedule are available for all camps. See the “Details for a Great Camper Experience” section for further information.

- **Early drop-off**
- **Regular check-in** – All campers check-in at designated area then report to assigned teacher.
- **Icebreaker game/activity** – Teachers get the groups moving first thing in the morning to wake up our young campers.
- **Go to classroom & hand out supplies** – Teachers hand out materials and prepare campers for the day's activities.
- **Themed activity** – Teachers lead an interactive craft/experiment/ demonstration related to the camp topic. Campers may have the opportunity to interact with animal ambassadors and tour the zoo.
- **Snack/restroom break** – Teachers choose the time and location most suitable for their campers to have snacks. Snacks may vary from one day to the next.
- **Game/activity** – Campers partake in an activity that captures their imagination while learning about that week's theme.
- **Lunch**
- **Handout supplies and fill water bottles** – Teachers hand out camp materials for afternoon.
- **Campers tour a section of the zoo** – Teachers guide campers through a portion of the zoo, and educate them on the trains, plants and animals that they see while doing activities
- **Snack/restroom break & Themed activity** – Teachers choose the time and location most suitable for their campers to have snacks. Snacks may vary from one day to the next.
- **Wrap-up and prepare for checkout** – Teachers wrap-up the lessons for the day and prepare campers for check-out and pick-up.
- **Regular checkout**
- **Late pick-up**



Details for a Great Zoofari Camp Experience!

-On Zoo Grounds Camps Only-

Early Drop-off, Regular Check-in, Regular Checkout and Late Pick-up

When dropping off or pick-in up a camper in these situations, please park in the Zoo's side parking lot across from the Jim Dailey Fitness Center, and walk with your camper(s) until you meet with an education department staff person who can assume supervision of the camper(s). Please do not leave your camper(s) until a member of the education department staff has assumed supervision of the camper(s).

UPDATE: Early drop-off, late pick-up and half-day camps are not currently available.

Camp Check-in & Checkout

- ~~• Early drop off - Campers may be dropped off for early check in between 7:45 - 8:15am.~~
- Regular morning check-in - Staff will be in place from 8:15 - 8:30am.
- Regular checkout for full-day - Staff will be in place from 3:30 - 3:45pm.
- ~~• Regular checkout for half-day - Staff will be in place from 11:45am - 12pm.~~
- ~~• Late pick up - Staff will be in place from 3:45 - 5:15pm.~~

Please allow up to 15 minutes for the check-in/out process.

Camper's Checked Out Past Scheduled Departure Time

If the person picking up the camper is going to be late they must call the Little Rock Zoo and notify staff before the end of the scheduled checkout time frame. \$5 will be charged to the adult that registered the camper for the first one to five minutes that they are late, and an additional \$1 per minute for every minute thereafter.

Check-in and Checkout Form

The check-in/out form will be sent to the customer following registration. Please complete the form and bring it with your receipt (proof of purchase) when you check-in your camper. This form will also be used to checkout your camper.

Late Check-in & Early Checkout

When checking-in late or checking out early, please follow the guidelines listed within the "Early Check-in, Regular Check-in, Regular Checkout and Extended Checkout" section, and allow an additional 15 minutes for zoo staff to either contact a member of the Education Department or locate the camper's group.

For early checkout, please notify the camp teacher during check-in that the



camper will be leaving early. When checking out early, go to the front gate's membership ticket window, and they will radio the education department. If the membership window is not accessible, please call 501-661-7200 for assistance.

Lunch

If selected during registration, campers will have lunch prepared by the Café and served to them. Outside food is not allowed in the Zoo except in cases where medical/allergy/personal reasons will prevent the camper from eating what is provided.

All meals will include a main dish, fruit, side item or dessert and juice or water. Campers may choose either the meat option or the vegetarian option during the registration process (not on the day of camp), but not a combination of the two. The main dish item will vary from one day to the next with one main dish option per day.

The meat lunch menu will vary but typically includes main dishes similar to chicken fingers, hot dog or pizza. The vegetarian lunch menu will vary but typically includes main dishes similar to veggie wraps, cheese pizza or macaroni and cheese.

Hydration and Snacks

Please be sure to send a reusable water bottle with a lid with your camper. Water will be provided throughout the day. Campers are responsible for keeping track of their water bottle. Please write the camper's name on the water bottle. The camper, and the individual checking out the camper, are responsible for collecting and washing the water bottle at the end of each day. Snacks will be provided to the campers once in the morning and once in the afternoon. Please let the instructor know of any food allergies on the first day of camp and within your registration packet. If the child has allergies or is a picky eater, we encourage you to pack your camper a snack, otherwise, please do not pack snacks for your camper. If packing your own snack, please avoid products with peanuts (camp staff will not monitor outside snack items).



Supervision and Safety

All Zoo staff are screened before they are hired. In addition to teachers and zoo staff, trained volunteers may assist teachers with camp. Class sizes will be limited to roughly 12 campers. In addition, the Zoo's full-time staff are able to assist in an emergency situation. Only adults are hired to teach the camps.

Camper Expectations

Campers will be supervised and must be able to function within a group setting. Campers can expect a significant amount of walking, physical exercise and activities involving multi-step instructions. If additional assistance may be needed, please consult the camp manager at the Zoo before registering.

Behavior

Behavior is monitored to ensure a safe and enjoyable experience for all. Campers are expected to behave appropriately. In the event a camper is disruptive, time-outs may be used. If disruptive behavior continues the guardian will be contacted to help find a solution. If improvement is not seen, it may be asked that the camper not return to camp.

Medication and Protectant/Repellant Applications

Zoo staff cannot apply/dispense medication, protectants or repellants. Campers must be able to self-medicate or apply protectants/repellants. Campers must be able to carry any such items with them as storage or monitoring of supplies is not provided by the Zoo.

Parent/Guardian Involvement

Our camp program is designed for campers who are able function well in group-oriented programs without parental involvement. Parents/Guardians may not stay with or follow camps.

Weather and Clothing

Camp will be held rain or shine unless weather or other unforeseen issues force the Zoo or an applicable partner organization to close for the day. In the event the Zoo is closed due to weather, an attempt to contact you will be made. Campers will spend a large portion of time outdoors. Please make sure that the camper is prepared for the weather (preparation may include things such as sunscreen, wearing a hat, carrying a water bottle, etc.). Due to the activities typically planned for camp, tennis shoes are strongly recommended and any open toed or open heeled shoes are not permitted.

Bringing Items to Camp

Please do not let your children bring money, toys, stuffed animals/items or other similar items to camp. The zoo is not responsible for any lost items.

Lost and Found

If items are lost and then found in the Zoo, they will be turned in to guest services at the front gate of the Zoo. Please notify camp staff if your camper has lost an item and we can look for it.

A Day in the Life of a Zoofari Camper

-Virtual Camps Only-

This schedule is an example of what may take place during camp and does not guarantee that a camper/household will experience everything. Not all activities listed in the example schedule are available for all camps. See the “Details for a Great Camper Experience” section for further information.

- **Check-in online** – Be sure to check-in at the start of camp to allow time to get settled before the fun starts.
- **Teacher-lead icebreakers and a chance for campers to talk to one another** – As much as camp is about learning directed by the teacher, it's also about having the opportunity to hang out with other kids too.
- **Classroom activities** – Learning is fun when camp staff bring in unique resources to teach the campers about nature!
- **Snack/bathroom break** - Get up, stretch your legs and grab a bite to eat or drink before you get back to the fun.
- **Up-close animal encounter** – Virtual Zoofari Camp provides the opportunity for campers to experience a sense of adventure with interactive Zoo animal encounters.
- **Active time** - Jump, crawl, fly or sing... this time is about moving around and having fun!
- **Zoo tour** – See the Zoo in a cool way and have the chance to ask your teacher questions about the incredible things that you are seeing.
- **Wrap-up discussion about the day** – Campers will have the chance to talk with their teacher and each other about the fun things they did that day and about the excitement that is yet to come.

Details for a Great Zoofari Camp Experience!

-Virtual Camps Only-

Before the Week of Camp (at least one week before)...

Download Zoom and Perform Your Test Run

1. Download Zoom and setup your free account at:
<https://zoom.us/support/download>
 - You may put the account in any name you like as the teacher will update the screen with the camper's name each day that they login for camp
 - If you already have the Zoom program and an account on the device that you will use for camp, you do not need to perform this step
2. Performing a test run using this link: <https://zoom.us/test>

You won't hear or see anything from the Zoo's end, this is only to make sure that your internet and device are working properly.

 - After clicking on the link above, follow these steps:
 - Click on the "Join" button
 - Click on "Open zoom.us" and proceed with testing your camera and microphone
 - Click on "Join with Video"
 - Follow the prompts provided by Zoom to proceed with testing your camera and microphone

Helpful Zoom links:

- Login assistance based on your internet browser
 - <https://support.zoom.us/hc/en-us/articles/201362593-Launching-Zoom-from-a-web-browser>
- How to join a Zoom session
 - <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>
- Zoom FAQ
 - <https://support.zoom.us/hc/en-us/articles/206175806-Frequently-Asked-Questions>

If you run into problems, please reach out to: bkutsch@littlerock.gov.

Online Check-in

- Begins promptly at the time listed for your camp
- You may login earlier if desired, and if a teacher is available, they will let you in
 - If you arrive before a teacher is ready, you will be placed in a “waiting room” and allowed to enter once the teacher is ready
- An adult chaperone must be present during check-in to assist the camper if needed

Online Attendees Other than Registered Campers

- The whole household* is welcome to attend, but we do ask that you try to limit online interactions, questions and answers (talking), to the 5-10 year old campers that were listed in the registration form
- Adult chaperones are welcome to stay and watch camp following check-in but are not required to attend the rest of camp
- The same link to login will be sent to the adult listed on this registration and will be good for use on a single device to participate (ex: one laptop)
 - If a household wants to use more than one device, they must pay for the same number of registrations as devices in use during camp

*“Household” is defined as those living in the same dwelling. People that would like to participate but do not live at the household streaming the camp must complete their own registration.

How to login to Camp on Zoom (the virtual program hosting camp) on Monday, Wednesday and Friday

Make sure that you followed the directions listed earlier in this document that discussed downloading and testing Zoom.

1. Click on the registration link that was emailed to you (the link will not be active until the scheduled time)
 - The same link will be used for that week of camp
 - If you are having trouble logging in, refer to the section about downloading and testing Zoom that can be found earlier in this document for helpful links
2. If you are prompted, click “Join with Video”
3. You will be admitted into a waiting room from which the teacher will manually admit the camper into the camp
4. If you are prompted, click “Call via Device Audio” (do not select “Dial in”)
5. Look at the menu options on your screen and ensure that your microphone is on and that your video is on (you should be able to see and talk to the Zoo)

6. Ensure that the speakers on your device are not muted or that your volume is turned down (if you can't hear anyone talking, your speakers may be muted or your volume may be too low)

Tuesday and Thursday Activity Days

- Tuesdays and Thursdays provide an opportunity to get away from the screen and enjoy activities on your own time (campers will not login to camp on these days)
- The activities will be provided by the Zoo no later than the Monday (for Tuesday) or Wednesday (for Thursday) of camp

Technology Issues During Camp

What to do if:

- You lose your connection during camp
 - Log back in as you were originally instructed
- You are experiencing choppy or frozen video or audio
 - First, check to see if you have any other devices streaming on the internet source that you are using and shut those devices down (ex: other computers, cell phones, TV's, etc. can sometimes take up too much internet bandwidth and slow down your connection)
 - If that does not resolve the problem, and if the streaming issues are not a result of the Zoo's abilities, then there may be other issues related to your streaming that cannot be resolved directly by you or the Zoo
 - If the problem is with the Zoo's streaming abilities, we will attempt to fix the issue without logging off
 - If the Zoo needs to log off of the Zoom session, we will reach out via email to communicate provide an update
 - The update may involve instructions asking participants to log back in or may involve other guidance about how or if the program will proceed

Problems during or after check-in on Monday, Wednesday or Friday of camp?

- First call 501-661-7220
- If no one picks up at the first number, please call 501-661-7200

Technology Needed to Participate

- You'll need one digital device with a camera, microphone, speaker and the ability to stream video on that device (the camera needs to be on the same side as the screen)
 - We recommend a desktop computer, laptop or tablet as those allow for a consistent and stable picture
 - Cell phones are options but are not recommended if another one of the other devices mentioned is available.



- Following registration, you'll receive an email telling you how to use the "Zoom" program utilized by Virtual Zoofari Camp
 - There is no separate charge to use Zoom but you will need to download the Zoom program and to create an account if you do not already have one

Each registration allows one device to login to camp. We recommend that no more than four campers utilize a single device. If you registered more than once for the same week of camp, which would allow for more than one device on the same internet source, please ensure that your streaming capabilities can handle two or more devices.

Helpful Tips for Setting up Your Device for Camp

- Setup inside as wind and background noise makes your device's microphone adjust and your voice may sound muffled
- Setup the device so that it is stable (not shaking or where it might fall)
- Make sure that the device is setup so that the teacher can see the camper (having the device on a table with the camper seated is usually best)
- Close all unnecessary applications during your call so all processing power can be used to maximize the quality of your Zoom session
- Shutdown other devices that may be using the same internet streaming service to ensure that camp will stream smoothly

Supervision and Safety

All Zoo staff are screened before they are hired. In addition to teachers and zoo staff, trained volunteers may assist teachers with camp. Class sizes will be limited to roughly 15 campers per teacher. Only adults are hired to teach the camps.

Camper Expectations

Campers will be supervised and must be able to function within a group setting. If additional assistance may be needed, please consult the camp manager at the Zoo before registering.

Behavior

Behavior is monitored to ensure a safe and enjoyable experience for all. Campers are expected to behave appropriately. In the event a camper is disruptive, time-outs may be used (ex: muting the camper's microphone or allowing them to watch camp but stopping their video from feeding into camp). If disruptive behavior continues the guardian will be contacted to help find a solution. If improvement is not seen, it may be asked that the camper not return to camp.

Registrant's Video and Recording of Programs

Campers and the areas visible within a registrants video stream will be viewable to other participants of the camp in question. Without explicit written/typed permission from the Little Rock Zoo, no person, group, organization, etc. may record, copy, reproduce, distribute, publish, display, perform, modify, create derivative works, transmit, or in any way exploit any part of our programs.

**The following page is only needed for camps occurring on Zoo grounds
(it is not needed for virtual camps).**

Little Rock Zoo Zoofari On-grounds Camp Sign-Out/General Release Form

Please Read:

-Complete this form and bring it with you on the first day of camp.
-Campers will need one completed form **per camper per week of camp.**

Camper's Parent or Legal Guardian's Name: _____

Relationship to Camper: _____

Cell Phone: _____ Work Phone: _____

Pickup Authorization: The following people may pick-up my child when camp is finished each day:

1. _____ 2. _____ 3. _____

4. _____ 5. _____ 6. _____

DO NOT fill out this section until the camper is picked up from camp.

Date	Camp Teacher - Initial Once Camper Picked Up by Authorized Person
//___	_____
//___	_____
//___	_____
//___	_____
//___	_____

As the parent or legal guardian of the camper listed in this document, please initial that you have read and understand the COVID-19 – Important Additional Information included in the camp guidelines packet.

____ Parent/legal guardian Initial

Release of Liability

I certify that I am the legal parent/guardian of _____. In consideration of acceptance into the above referenced Zoo program, I do hereby, for myself, my spouse, my children, my heirs, executors and assigns, release the City of Little Rock and the officials, officers, agents, and employees and volunteers of the Little Rock Zoo from liability for any harm, injury, or damage which I, or my minor children may suffer while participating in the above described program. This includes all risks that are connected with this activity whether foreseen or unforeseen. **I agree to hold the City of Little Rock and its agents, officials, employees and volunteers harmless from any damage to persons or property, resulting from the negligence and/or intentional act of myself or my children.** I assume the responsibility of my child or ward's mental and physical fitness to participate in said activity, and agree to abide by all rules and requirements of the program and the Little Rock Zoo. I also irrevocably consent to Little Rock Zoo's sole use and ownership of any data or photographs of my camper taken while attending camp at Little Rock Zoo. At its sole discretion, Little Rock Zoo may publish or disseminate any photographic likeness of my camper. I am of lawful age and legally competent to sign this agreement for and on behalf of the participant. I understand the terms and have signed this document as my own free act. I, the undersigned, hereby expressly agree that this release and waiver is intended to be as broad and inclusive as permitted by the laws of the State of Arkansas and if any portion hereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect. I have fully informed myself of the contents of this release by reading it before I sign it. I realize that by signing this document I am giving up legal rights which I may be entitled to.

Signed By: _____ Date: _____

Emergency Contact Information:

In case of emergency, please list the name and phone number of whom you would like us to contact:

Name: _____ Phone: _____ Other contact information: _____

Camper Information:

Special Needs:

Please list any health problems, allergies, physical or behavioral conditions that might require special planning or consideration for your child's participation in camp:

Camper's Address: _____ City: _____ State: _____ ZIP: _____

Camper's Name: _____