



Zoo Camp Information

San Antonio Zoo
 3903 N. St. Mary's St., San Antonio, TX 78212
education@sazoo.org
 210-264-5547

Preparing for Zoo Camp

What to Wear

- Zoo Camp t-shirt
- Comfortable **closed-toed** walking shoes
- Dress for outdoors (hat, getting wet, getting dirty, etc.)
- Please apply sunscreen/bug spray before arriving for camp

What to Bring

- Sack lunch
- Reusable water bottle with camper's name
- Bug spray and/or sunscreen

Do NOT Bring

- Glass bottles
- Money or valuables
- Knives and weapons
- Handheld video games
- Pokémon cards or other games
- Electronic devices (e.g. cell phones, gaming devices)

Important Reminders:

- Please provide advance notice of any allergies, dietary restrictions, emergency medications, or anything else that camp staff should know
- San Antonio Zoo is not responsible for lost or damaged items
- Lost and found items will be held for 1 week
- Please review camp expectations with your child

Drop-off & Pick-up

Drop-off	Pick-up	After Care
8:00am - 8:30am	2:30pm – 3:00pm	4:00pm-4:30pm

- Drop-off and pick-up location will be the zoo's Education Center.
- Staff and signs will provide directions for navigating drop-off/pick-up (see map below for more information).
- If drop-off/pick-up is necessary outside of the time stated above, please provide advance notice.
- For safety reasons, parents and visitors will not enter the Education Center or other camp spaces.

Pick-up authorization will be verified every day. Please be prepared to provide a photo-ID, a Zoo Camp dashboard sign, or pin#/password. You may specify your preference in your Active Account.

Important Information

- Prior to Monday morning drop-off, review your online account or contact the Education Center to verify your camper's grade, friend requests, any pertinent medical information and pick-up authorization list.
- Please provide a lunch and reusable water bottle every day. Snack is provided daily.
- A Zoo Camp Shirt will be provided to campers once they have joined their camp group on the first day of camp. Additional shirts may be purchased.
- Campers will be assigned groups based on grade level. Friend requests are taken into account, but might not always be possible.
- Campers **must have** closed-toed shoes for camp exclusive experiences.
- Campers are required to use the restroom without assistance. If an accommodation is required, please contact education@sazoo.org.

Camp Expectations

- Safety and fun are our main priorities!
- Parent/guardians may be asked to pick-up their camper(s) early, without refund, if they do not respect themselves, fellow campers, zoo staff, or zoo property, etc.
- Please review the behavior management policy and camper expectations on the next page with your camper prior to your first day at Zoo Camp so they are aware of what to expect.

Preparing for Zoo Camp

Thank you for choosing to spend your summer with the zoo and helping to secure a future for wildlife. Your support is greatly appreciated!

San Antonio Zoo looks forward to sharing an incredible week-long experience with your camper. The zoo's vision is to help secure a future for wildlife by facilitating a love for animals and empowering communities to protect the world around them. Since it is important for children to explore nature and spend time outside, they will be spending the majority of their day outdoors. To learn more about the importance of encouraging children in nature, please visit The Children and Nature Network (<http://www.childrenandnature.org/>).

If you have any questions, please contact the Education Center via email (education@sazoo.org) or at 210-264-5547. Education staff, and everyone at San Antonio Zoo, are always interested in your comments and suggestions.

Behavior Management Policy

To ensure a fun and productive atmosphere, a fair and effective behavior management strategy has been developed to ensure that Zoo Camp at San Antonio Zoo is a positive and safe environment and experience for all. Please review the following expectations and management policy with your camper(s) so they are aware of what to expect during Zoo Camp.

Camper Expectations

- Have fun!
- Be kind with our words and treat every person with respect
- Be kind with our bodies by respecting people's personal space and keeping hands and feet to ourselves
- Be kind to the Zoo by respecting all forms of life, including the plants and animals on and off exhibit
- Be responsible for our own personal items at Zoo Camp and respect other people's belongings
- Participate to the best of our ability in Zoo Camp activities and always stay with our camp group
- Communicate with our Zoo Camp counselor if we have problems or need help at camp

Zoo camp is designed as a group experience where counselors work together to supervise and engage all campers. While we strive to assist every camper with their individual needs, extended one-on-one support with a single camper can limit the ability to meet the needs of the full group. If one-on-one support is required to help a camper safely navigate the camp day, parents/guardians will be notified either at the end of the camp day, or during the camp day depending on the level of support needed. When campers spend more than one-third of a regular camp day in a one-on-one situation with Zoo Camp staff, the parent/guardian will be contacted and asked to pick up the camper early.

Behavior Management Policy

In most cases, campers are eager to participate in activities and respect each other, themselves, and zoo entities. However, failure to follow the expectations above can result in an unsafe or unenjoyable atmosphere for your camper and/or other campers. Should this occur, the following behavior management policy will be followed:

- First Occurrence: verbal reminder of Zoo Camp expectations
- Second Occurrence: second verbal reminder of Zoo Camp expectations (Note: this step may be skipped depending on severity of situation)
- Third Occurrence: time away from the camp group and a meeting with Zoo Camp Leadership to reset camp expectations; parent/guardian notified at end of day by Zoo Camp staff (Note: this step may be skipped depending on severity of situation)

- **Fourth Occurrence:** time away from group and a meeting with Zoo Camp Leadership; parent/guardian contacted during the camp day; parent/guardian may be informed that the next call will require the camper(s) to be picked up early
- **Fifth Occurrence:** parent/guardian contacted for early pick-up

Campers who are picked up early in accordance with the above policy will be allowed to return the following day at the Education Department's discretion. However, in cases of safety and other extreme concerns, the Education Department reserves the right to bar the camper from finishing the rest of camp without a refund.

Zoo Camp Frequently Asked Questions

How old does my child need to be to attend Zoo Camp?

The summer sessions of Zoo Camp are for campers entering kindergarten in the Fall of 2026. School Break Camps require your child to be in kindergarten during the current school year.

What will drop-off and pick-up look like?

Parents will remain in their car during drop-off and pick-up. Zoo Camp staff and signage will help parents navigate the drop-off/pick-up car line which is similar to the systems employed by elementary schools. Camp staff will greet you at your window to verify any needed information and will escort your child from your vehicle to their camp group. Zoo staff are not able to help your child with seat belts or other safety restraints. If your camper needs assistance, please alert staff that you need to park your vehicle.

During registration, you will have the option to choose a dashboard sign, verbal PIN/code, or photo ID to verify pick-up authorization for each camper. Pick-up authorization will be verified daily.

What if my child arrives late or is picked-up early?

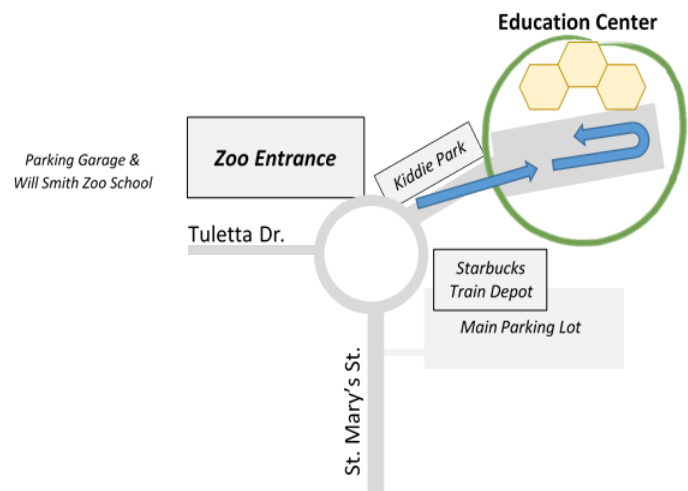
Please be aware that late drop-offs and early pick-ups may interfere with your child's experiences, and that missed activities and experiences cannot be rescheduled. If drop-off/pick-up is necessary outside of the drop-off/pick-up windows, please provide advance notification. If you are late picking up your camper, they will be automatically enrolled in After Care and the credit card on file will be charged.

Can I stay with my child?

No. If your child is not able to attend Zoo Camp without your presence, it is better to wait another year before attending. To ensure participant and staff safety, parents and visitors will be able to enter the program campus. If your child has an aide or other support staff that need to accompany them during their camp day, please email education@sazoo.org.

Should I provide my child with money for camp?

No. Campers will not have the opportunity to visit gift shops or purchase food items.



Can my child bring [item] with them to Zoo Camp?

Your camper is welcome to bring items from home, but please ensure that all items are labeled with their name and camp group. The Zoo is not responsible for any lost or left items. As a reminder, electronic devices (primarily gaming devices and cell phones) are not allowed at camp, but other items like hand-held fans and cameras are perfectly acceptable.

What happens if it rains during camp?

Camp sessions run rain or shine. During heavy rain and extreme weather, camp activities will be moved indoors. Otherwise, campers will spend most of the day outside. While umbrellas are not very practical for Zoo Camp, rain jackets are perfect. We recommend sunscreen and a hat for your child every day to avoid sunburn.

Will my camper be in a group with their friends?

Camp groups are created based on grade and age to ensure that everyone in the group is at the same developmental level. During registration, you can provide ONE friend request. Please ensure that both campers request each other on their individual registration forms. While we do our best to honor all requests, please be aware that they are *requests* and cannot always be accommodated. If you register for camp close to the cut-off date or from a waitlist, please note that we might not be able to accommodate friend requests due to group availability.

Will the zoo provide drinking water?

Yes! Cool drinking water is provided throughout the camp day. To help encourage the intake of water, reduce waste, and secure a future for wildlife, campers are asked to bring a reusable water bottle each day of camp. Zoo Camp water bottles can be purchased as part of your camper's registration or at the Education Center.

What will Zoo Camp do to keep my child cool in extreme heat?

When extreme heat is expected, groups take advantage of the cooler morning temps to explore the zoo and save classroom activities for the hotter afternoons. The zoo also has multiple air-conditioned spaces that are strategically utilized in the afternoons.

Will campers have time for water-play during Zoo Camp?

Campers will have the opportunity to participate in water play activities, such as sponge tosses, to help beat the heat - and just for fun! If you would like, you are welcome to send your camper with extra socks, shoes, other clothing items, and/or a towel just in case they get a little over-zealous with the water activities. Campers are not intended to get completely drenched – please no swimming suits or full changes of clothes.

My child needs to take a daily prescription medication. Will the zoo administer medication to my child?

If your child requires daily prescription medication, please contact the Zoo Camp team (education@sazoo.org) for more information.

My child needs to carry emergency medication with them. Are they able to do this?

The zoo's first priority is safety. Please contact the Zoo Camp team (education@sazoo.org) prior to the start of Zoo Camp to discuss medication needs and options.

Will zoo staff provide first aid?

Trained zoo staff will administer basic first aid for minor cuts, bruises, and insect wounds. Parents will be notified of any medical treatment beyond minor first aid, and in some cases, Emergency Services will be contacted.

Examples of when parents will be notified of injuries or other health related situations involving their child:

- Suspected allergic reactions
- Swelling
- Lacerations beyond a scrape
- Head injuries
- Vomiting
- Fever
- Injuries, etc. beyond minor first aid
- Suspected Covid-19 symptoms

Are face masks required?

Face masks are required for some Zoo Camp experiences and will be provided to campers as needed. Campers wishing to wear a face mask throughout the day are welcome to do so.