



Grand Rapids, MI | 616.336.4302

Zoo Camp Information Overview

WHERE:

All students are to meet their teachers on the Private Drive behind the Zoo Administration Building. Please escort your child to and from the class drop-off/pick-up area to insure their safety.

WHEN:

Two-day classes meet from 9:00AM – 4:00PM. 4-day classes meet from either 9:00AM – 11:30AM or 1:00PM – 3:30pm.

COVID-19 GUIDELINES:

John Ball Zoo does not currently require program participants to wear face masks. We will continue to follow masking guidelines set by local, state, and federal agencies and update this policy as needed. *There may be some Behind-The-Scenes locations where personal protective equipment such as gloves and face masks may be required for the safety of the animals.

CLOTHING:

Clothing will most likely be exposed to paint, markers, mud, or other “dirty” activities. Proper footwear is very important! **Shoes should be comfortable and practical, and must completely enclose the foot. Children who do not wear the appropriate footwear will not be permitted in behind-the-scene areas and may find other activities restricted as well.

WEATHER:

We spend time outside unless weather conditions are dangerous/severe, so please be sure your child is dressed appropriately for rain and heat. We do not apply insect repellent or sunscreen on students, so we recommend that you do this before coming to class. We will make frequent use of drinking fountains, but we encourage students to bring a water bottle from home that can easily be held while walking around the Zoo.

FOOD:

Please do not send food with your child (unless they are in a 2-day session and you’re bringing lunch and/or snack). A light snack and drink are provided every day for the younger students (3 yrs thru 5-K classes) and all students during the full day sessions. We will be attentive to any food allergies a child may have if you’ve provided us with the relevant information in advance. Call 616-336-4302 if you have specific questions regarding any allergy/food concerns. Ingredient lists for snacks are available upon request. The older classes (1st grade and older) will NOT take time for snack during the 4-day sessions. We encourage all students to bring a water bottle from home that can easily be held while walking around the Zoo.

MONEY:

Please do not send any money with your child.

SPECIAL NEEDS:

Parents are responsible for informing us as soon as possible of any special needs (medical, dietary, allergy, learning, etc.) your child may have. We cannot attempt to accommodate a student unless we are aware of their individual needs.



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BEHAVIOR EXPECTATIONS:

John Ball Zoo is committed to providing a safe, fun learning environment for all campers. If a child's behavior is disruptive to the program or experience of other campers, instructors will follow the following behavior steps. Disruptive behavior includes; bullying, inappropriate language or actions, and destruction of zoo property.

Behavior Steps:

1. Behavior will be discussed with camper, instructor and Education Manager, Supervisor, or Coordinator will agree on solution.
2. If step one is unsuccessful, the Education Manager, Supervisor, or Coordinator will notify the parent regarding concerns and discuss an appropriate, positive solution.
3. If behavior continues after camper/zoo staff/parent conference, the camper will be sent home.

If a child's behavior is aggressive or violent (hitting, kicking, biting, or using any object as a weapon) toward either staff or campers, or if the child attempts to run away from the group, the child will be sent home immediately. No refund will be given when a child is sent home for behavior reasons.

CANCELLATION POLICY:

Refunds (less a \$20 processing fee) for changes or cancellations are ONLY granted if written notification is received 2 weeks prior to the start of class. Anything less will result in the forfeiture of the complete registration fee.

Zoo Camp Drop Off & Pick Up Procedure

LOCATION:

The camper Drop Off/Pick Up area is located just inside the gated entrance of the private Service Drive, located south of the Zoo Administration Building. Classes meet in color-coded zones as indicated on the sign as you enter this area. Large color-coded signs with the class name are located at each zone. A Zoo education staff member will be in the area to help direct you to the appropriate class zone.

PARKING:

The map provided shows the parking and drop-off locations. Parents are encourage to park in the south end of the large parking lot (closest to the John Ball Park Drive and Park Street entrance), and walk across the service drive to reach the Drop Off/Pick Up location. Parking and drop-off in the Service Drive is not permitted for the safety to all campers.

DROP-OFF:

1. Read the class signboard every day for special notes about your child's class activities. Teachers will write a new message each day!
2. Sign your camper in with their teacher. If someone else will be picking up for the day, please confirm the name of who will be picking up, they will be required to show ID.

PICK-UP:

1. Read the sign board for any special notes or tips to ask your camper about their day.
2. Create a neat, orderly line to sign your camper out with the teacher. Photo ID will be required at each pick-up.

Summer Camp Map

Parents:

When dropping off or picking up your camper, we suggest you park at the South end of the large parking lot and use the crosswalk. **Vehicles are not allowed on the service drives shaded in light grey.** Please use the eastern-most Fulton St. entrance or the Park St. entrance as indicated by the arrows on the map below.

