



Reid Park Zoo Virtual Camp FAQs

Who can participate?

- This camp experience is designed so that children ages 5-12 can participate on their own. However, we encourage families to join in together.

How many campers will be in a session?

- Each session is limited to 20 households. We anticipate that several households may have more than one camper join us, so our estimated number is 25-30 campers per session.

Is each session different?

- Yes, while each week of camp will have a uniting theme, each session within that week will focus on a different topic relating to the theme. The sessions were created so you can sign up for them individually or for the whole week.

Do I need to sign up for both sessions in a week?

- The sessions were created so you can sign up for them individually or for the whole week, allowing you to sign up for as many or as few as you want.

What will each session include?

- Each session will include Zoo tours and/or behind the scenes visits, animal encounters, an activity or craft and short “movement” breaks throughout the 2 hour program.

I missed a session, can I receive a refund?

- Refunds will not be provided for missed camp sessions.



Is Reid Park Zoo Camp live?

- Camp will be hosted live with Zoo Educators on Zoo grounds, however, some experiences may be pre-recorded for the health and safety of the animals.

Who will teach the camp?

- Reid Park Zoo Educators will teach the camp. There will be 3-4 on-camera and one off-camera who will be in charge of the technical aspects of Zoom. Learn more about the camp staff [here](#).

Does my camper need to be able to type?


- No. We will allow campers to use their audio to participate in camp. Only the host will see anything that is typed into chat.

Will my video be shown?

- The option to show your video is up to you, though we highly suggest you do so as it will help make camp more interactive and provide the feeling of being together during camp.

What precautions are you taking to protect my camper online?

- Camp staff will only communicate with registrants through official Reid Park Zoo channels.
- All participants enter a waiting room, where we will confirm the participant is registered for the program, before entering the meeting.
- Nobody can join the meeting before the hosting educator.
- All participants will enter the meeting muted and we will then unmute for campers to talk to each other and Zoo Educators.
- Campers will not be able to chat privately with each other, record the session, share their screen, or share images in the chat.
- We will not allow virtual backgrounds.
- Zoo Educators have the ability to mute and turn off the video of participants, or remove participants from the meeting, if they are being inappropriate.



Will camp sessions be recorded?

- Yes, each session will be recorded strictly for safety measures. Recordings will not be publicly shared.

Are there any materials that my camper will need?

- A computer, tablet, or smart phone with internet access or a data plan
 - Zoom app will need to be downloaded if using a tablet or smartphone
- Paper, pen or pencil, markers/crayons/colored pencils
- Water and snack nearby in case participant is thirsty or hungry during camp
- Optional: headphones for participant(s), and stuffed animal friend or something for show and tell.

Do I need to participate in camp or help with any activities?

- Adult help is not necessary, but adult participation is certainly allowed. You are welcome to join your camper at virtual camp.
- In the event that Reid Park Zoo staff need to contact you immediately regarding any behavior or safety concerns we may have for your camper, we will call the number you provided during registration.

Will Reid Park Zoo send a kit with materials?

- No kits or special supplies are needed for the virtual camp. All your camper needs to participate is something to draw with and their imagination!