

## Frequently Asked Questions

### **Where will chaperones and campers be sleeping?**

#### **Desert Tents**

- Permanent concrete-floored canvas tents with ceiling fans
- Sleeps up to 90 campers in four separate tents
- Includes centralized outdoor fire pit
  - *Will be turned on - weather permitting*
  - *S'mores not permitted at this time*
- Small restroom facility located down a short path

**OR**

#### **Neely Events and Education Center**

- Climate-controlled classroom with concrete floors and large windows
- Sleeps up to 120 campers in three partitioned sections
- Exclusive view of the sand cats' habitat
- Large restroom facility located inside the building

### **What activities will chaperones and campers be doing?**

- Guided hikes both at night and in the morning
- Animal discovery – up-close encounter with our animal ambassadors
- Hands-on learning activities
- Games and camp songs

### **When is bedtime and wake-up time?**

We have a lot of fun to pack into a short amount of time! Night Camp activities typically end at 10 p.m. Wake-up is between 6 - 6:30 a.m. depending on the size of your camp. Breakfast is promptly served at 7 a.m.

### **What is Sting Ray Bay?**

For an additional fee, camp groups can opt to enter Sting Ray Bay before it opens to the public. This experience is approximately 15 minutes and includes an opportunity to gently touch our cownose stingrays. Large groups will be split and rotated through at 15-minute increments.

### **What food will be served?**

- Pizza dinner from Hungry Howie's - an assortment of one-topping pizzas including cheese, pepperoni, sausage, black olive, pineapple and mushroom. Water and lemonade will be available to fill souvenir water bottles (one free for every participant).
- Snack includes fruit snacks, goldfish crackers and applesauce
- Breakfast is an assortment of items and will typically include muffins, cereal, fruit, small bagels with cream cheese, milk and coffee for the chaperones.
- Please let us know in advance of any food allergies. Outside food is prohibited.

### **What should I pack for camp?**

- Close-toed shoes
- Cot or sleeping pad
- Sleeping bag or blanket
- Pillow
- Change of clothes
- Pajamas
- Toothbrush and toothpaste
- Hairbrush

- Washcloth
- Jacket – for colder months
- Recommended to pack in a rolling suitcase to help hike gear up to the campsite

### **Do NOT Bring to Camp:**

- ⊗ Outside food or beverages (other than water) are not allowed.
- ⊗ Alcohol is prohibited.
- ⊗ Smoking or vaping is prohibited.
- ⊗ Food brought to the campsites attracts unwanted critters to your sleeping space.
- ⊗ Laser pointers, radios, music players and game systems are not allowed.
- ⊗ Air mattresses are not allowed.

### **What is expected of me as a chaperone?**

We ask that chaperones help with camper behavior (mostly through positive re-direction and modeling the behavior they want from campers). Our instructors may ask you to participate in an activity by joining a group during the activities. Most importantly, we want to emphasize that this is a chance for you to unplug and engage with the campers. The more the adults are engaged with the activities, the more the kids will be too!

### **How will I know that my camper is safe?**

- The Phoenix Zoo is locked and alarmed after hours. The Night Camp staff are aware of evening events and avoid the areas they occupy (except ZooLights).
- Our Park Ranger team is on the grounds 24/7 and regularly patrols the Zoo after hours. They are first aid certified and are fully trained in emergency protocols.
- All Night Camp staff carry radios for communication with the Rangers and the rest of the camp group. All camp participants must remain with a Phoenix Zoo staff member. Night Camp staff will have a separate sleeping area (room or tent) located at the campsite and are easily accessible if there are any emergencies.
- Please make sure the main contact of your group has an updated emergency contact number for your camper.
- Chaperones! We love chaperones simply because they help make camp safe and fun by assisting with safety measures and camp expectations.

### **What phone number can I contact if there is an emergency?**

Please ONLY have parents/guardians use these numbers in case of emergency, there is not a phone number to call for “checking in” on their camper.

- Phoenix Zoo Park Rangers: 602.568.8807
- Phoenix Zoo Camp Phone: 602.574.2253 \*Please note that this number is only monitored while the Night Camp is taking place, starting one hour before the Night Camp is scheduled to begin.

### **Information that the Zoo will need from all parents:**

- Phoenix Zoo waiver/permission slips
- If any camp participants have any allergies
- If any participants have cultural animal restrictions (many cultures cannot be in the presence of/or touch animals such as snakes, owls, etc.)
- Any special needs or physical accommodations that we will need to be aware of

### **Can my camper leave early and not spend the night?**

Because the Zoo is locked and alarmed after hours, we require that all participants (campers and chaperones) remain from the beginning of the program to the end the next morning. We make exceptions only if there is an emergency, or if there is a medical or cultural need. Please let us know in advance if any of your campers or chaperones have a medical or cultural reason why they can't spend the night.

**Do you have insurance?**

***Specific to liability insurance:*** As a standard business practice, the ACNC has insurance coverage including general liability. In an effort to minimize business risk, we require our guests to acknowledge and submit to our rules of safety while participating in programs, events and visitation. This shared sense of responsibility allows the ACNC to continue to offer safe and orderly experiences for all of our guests.

***If your school requires insurance:*** We provide most school districts with a certificate of insurance at the beginning of the school year. We could send the district one of those if it is not already on file.

Have another question? Email our camps team at [camp@phoenixzoo.org](mailto:camp@phoenixzoo.org). Include your group's name and date of the camp with your question.