

Frequently Asked Questions



Can I visit the Zoo after dropping off my camper?

For your safety, please do not remain in the Zoo after dropping off your camper. Prior to the Zoo opening, preparations are underway that require the Zoo to be free of visitors. If you would like to visit the Zoo, please enter through the main admission gate at 10:00 am during winter camp and after 9:00 am during spring and summer camp.

May I enroll my child in a camp for an older/younger age group?

No. Campers must be the minimum age of each camp at the time of attending camp. Requirements are not negotiable and are strictly enforced. RWP Zoo reserves the right to cancel your registration if your camper does not meet the minimum age requirement. Exceptions are made only for children with special needs and must be approved by the ZooCamp Director.

Can my child and their friend/sibling/relative be in the same group?

In order to ensure that all campers receive age-appropriate opportunities, campers are grouped by age. Special requests to pair relatives or friends in the same group may be made at time of registration, but we follow strict guidelines on age ranges and grade levels.

Requests are not guaranteed and no changes to groups will be made less than two weeks before camp, this includes during morning check-in.



Can I get a refund if I change my mind or need to cancel?

Complete refunds minus a \$30.00 processing fee will be given up to February 1, 2025 for Winter ZooCamp, April 1, 2025 for Spring ZooCamp, and June 1, 2025 for Summer ZooCamp. **Absolutely no refunds will be made after these dates.**

Due to the high demand for camp spaces, we must adhere to the above cancellation policy. If your child is enrolled and you must cancel after the above listed dates for any reason, your registration fee is non-refundable unless a child on the waiting list can fill the space. In the event the cancelled slot is filled, a \$30.00 processing fee will be deducted from your refund.

Can I stay with my child?

All ZooCamps are designed for children who can remain in a group setting without parental involvement. Throughout the day, please do not meet or follow your child's tour group if out in the Zoo. This is very distracting for our campers & creates safety concerns.



2025 Pick Up Policies

Don't be surprised by these updated policies!

Your Approved Pick Up-List

Parents provided an Approved Pick-Up List when registering their camper(s) on CampBrain. Only the individuals on this list with a matching valid photo ID in hand can pick-up the corresponding camper(s), even the parents.

Names must match IDs exactly.

Nicknames are not acceptable.

Example. If an ID says "Katherine", do **NOT** list "Kate" on the Approved Pick-Up List. Same with Matthew and Matt, etc. They must match exactly.

If an ID has a middle name, it must be included on the Approved Pick-Up List.

Many IDs/REAL IDs include middle names, check with anyone on your list before it becomes a problem.

If an ID has a suffix on it, it must be included on the Approved Pick-Up List.

Suffixes like Jr, Sr, III, etc. must be listed on the Approved Pick-Up List if they are on the ID.

Do not forget to add yourselves to the Approved Pick-Up List.

While your first and last name may be listed as a camp parent, you must also add your name as it appears on your ID to your Approved Pick-Up List.

A valid photo ID must be presented every day, every time, no exceptions.



-ZooCamp staff are **not** authorized to rely on "remembering" who you are.

-ZooCamp staff are **not** empowered to edit your Approved Pick-Up List for you.

-Parents are responsible for the accuracy of their Approved Pick-Up List and maintaining that.

-Please be considerate to the ZooCamp staff as they are working to provide a positive and safe environment for your camper.

Updating your Approved Pick Up-List

1. Login to the [ZooCamp CampBrain Portal](#).
2. Under "Winter 2025", "Spring 2025" or "Summer 2025" click on 
3. On the right, under "Forms", click on "Update Household Information".
4. Scroll down to the bottom of the form to view and update your list as needed.
5. Click  to save your changes.

Finding Your Way

**ZooCamp Drop-off is at the Zoo's main entrance.
Please read all directions carefully.**

Admissions Plaza: 8:15-8:30am

All Camper Drop-Off

Admissions Plaza: 3:15 –3:45pm

Adventures Pick-Up

See the map on the next page for specific Drop-Off and Pick-Up locations near the Main Entrance.

From the North

I -95 South.
Take exit 34, Elmwood Ave.
Left at light (onto Elmwood Ave).
Stay in right hand lane.
Bear right into the Jug Handle and go straight through the light into the park onto Linden Avenue.
Follow the signs that say "ZOO".

From the South

I-95 North.
Take exit 33, bearing to the right at the split toward Elmwood Ave.
Take a left at the light (this is Elmwood Ave).
Take a right at the second Park entrance (there will be a traffic light) onto Linden Avenue.
Follow the signs that say "ZOO".

Gate #3: 3:15-3:30pm

Tadpole Academy and AfterCare Pick-Up

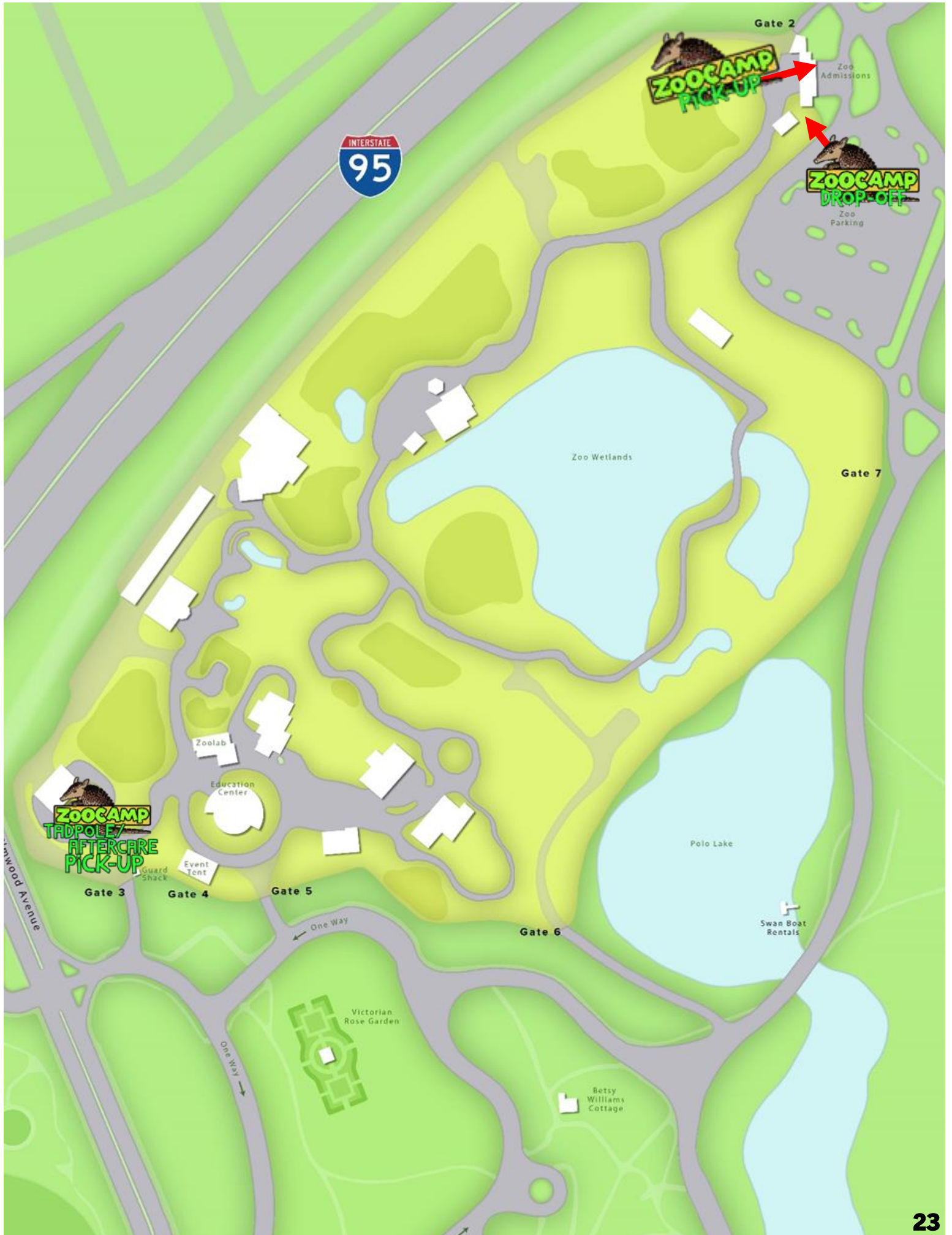
Parents will need to park on the street near Gate 3 before walking over to Gate 3. Do not attempt to drive through this Gate, Security will ask you to turn around. Otherwise, they will direct you to ZooLab for Tadpole Pick-Up or to the Education Center for AfterCare Pick-Up. See map on next page.

From the North

I -95 South.
Take exit 34, Elmwood Ave.
Left at light (onto Elmwood Ave).
Stay in right hand lane.
Bear right into the Jug Handle and go straight through the light into the park onto Linden Avenue.
Once you enter the Park, you will pass a small paved road with a gate at the end. This is Gate 3. Pass the gate and park your car near the Rose Garden (look out for the no parking zones) and walk to Gate 3. Please let the guards know which ZooCamp your child is attending—they will check your ID direct you to the appropriate location.

From the South

I-95 North.
Take exit 33, bearing to the right at the split toward Elmwood Ave.
Take a left at the light (this is Elmwood Ave).
Take a right at the second Park entrance (there will be a traffic light).
Once you enter the Park, you will pass a small paved road with a gate at the end. This is Gate 3. Pass the gate and park your car near the Rose Garden (look out for the no parking zones) and walk to Gate 3. Please let the guards know which ZooCamp your child is attending—they will check your ID and direct you to the appropriate location



Still Have Questions?

ZooCamp Director

401-785-3510 x 394

(Please note: weekend calls will not be received until 7AM Mondays)

Manager of Family Programs

401-785-3510 x 352

(Please note: weekend calls will not be received until 7AM Mondays)

Program Registrar

401-785-3510 x 358

(Available Tuesday – Saturday)

programs@rwpzoo.org

For time sensitive messages & calls – during camp hours
only

401-785-3510 x 300

Please ask for the ZooCamp Director



“I was SO impressed with zoo camp. Everything was well marked, communicated and the newsletter?!?!? Insane. I was not expecting that at all and it was such a nice touch every day.”- 2024 ZooCamp Parent

