



2022 Day Camp

Parent Handbook



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Welcome

Thank you for choosing Busch Gardens Camp for your child's summer camp program. We are dedicated to creating a safe, enriching and fun atmosphere for all of our campers. We provide memorable experiences that will last a lifetime. Busch Gardens Camp programs are accredited by the American Camp Association (ACA). To achieve and maintain this accreditation, Busch Gardens Tampa Bay complies with or exceeds standards set by the ACA.



Enhanced Safety Measures

Busch Gardens is committed to the health and safety of our guests, employees, and the animals in our care. We have worked diligently with state and local health officials, outside consultants, and attraction industry leaders to enhance our already strict health, safety and cleanliness standards. These protocols and guidelines will be modified based on evolving industry standards and methodologies, public health and governmental directives, and advancing scientific knowledge on the transmissibility of COVID-19.

We are excited to continue to provide our guests with fun, inspiring and memorable experiences, while addressing important health and safety needs during this time.

Staffing

The Education Department at Busch Gardens has a year-round team of experienced camp personnel. The senior camp team has years of experience teaching students of all ages. Our seasonal camp counselors are highly motivated, experienced college students and teachers that are carefully selected and screened. All camp staff participates in a wide range of training including classroom management, child development, and discipline strategies. Our counselors possess American Red Cross (ARC) First Aid/CPR/AED certifications, medication administration training, and review safe driving practices. It is our goal to ensure a safe and enjoyable camp experience for all.

Things to Share with Your Camper

Whether you are 6 or 96 years old, homesickness is a very normal reaction at camp. The combination of unfamiliar surroundings and new people can be unsettling at first. We encourage parents/guardians to thoroughly read through the confirmation packet and to address expectations with your child in preparation for camp.

Following arrival and check-in, campers participate in several “icebreaker” activities to help everyone get acquainted. The activities are simple and include topics such as favorite animals, favorite hobbies or even why they decided to attend a Busch Gardens Camp.

Busch Gardens Camp Goals

Based on a long-term commitment to education, Busch Gardens Camp strives to provide an enthusiastic, imaginative and intellectually stimulating atmosphere to help campers develop a lifelong appreciation, understanding and stewardship for our diverse natural environments and resources.

Busch Gardens Camp goals are...

- to create a stimulating environment that encourages campers to become stewards of the natural world
- to focus on creating an atmosphere of building self-esteem in our campers with positive interactions and situations that build confidence
- to provide campers with opportunities for team work and problem solving

Our goals encourage our campers to be future ambassadors for this world we all share. You can be a part of this outcome with your camper by simply asking them the following questions each day after camp.

What animal(s) did you touch/see today?

What did the animal feel like?

What did the animal eat?

What did the animal look like?

What did you learn about today?

What was interesting about it?

What activity/craft did you do today?

What attraction did you experience today?

How did the habitat design help the animal living in it?

What was unique/special about the animal's habitat/area?

Where does the animal(s) that you learned about today live in the world?

What animals do you see near where you live?



Registration Forms & CampDoc

All confirmation packet components, including health history and release forms, need to be completed and signed prior to camper participation in any camp. This summer, Busch Gardens Camps is partnering with



CampDoc.com, the leading electronic health record system for camps. You can now complete and sign your camper's health information and releases electronically! The security and privacy of your camper's information is very important to us. The CampDoc.com site is secure, encrypted and password protected. Only the Busch Gardens Camps team will have access to your camper's information.

Having signed up for camp, you will receive an "Invitation" email from CampDoc.com. This "Invitation" email will include instructions on how to create and track your unique account. CampDoc.com sends out periodic reminder emails for incomplete information. These notifications will come from CampDoc.com, so please add this to your safe sender list to avoid accidental delivery to junk and spam folders.

Please note that CampDoc.com supports the current and previous major releases of Chrome, Firefox, Microsoft Edge, and Safari which provide improved security and performance for health information. If you have any questions regarding CampDoc.com, please contact us at education@buschgardens.com.

Please plan to review, complete, and sign ALL confirmation materials at least three weeks prior to your camp date. Be sure to review the insurance information, medical history and over-the-counter medication forms carefully.

Registration Check List

Here is a check-list of all forms you will have access to on your camper's CampDoc profile. Registration is complete once you have reviewed and electronically signed all forms listed below:

- Camper Information and Health History
- Camper Medication Information and Over-The-Counter release
- Medical Consent and Assumption of Risk
- Photo Release, Liability Release, Voluntary Assumption of Risk and Indemnity Agreement
- Vehicle Pass & Parent Handbook

This profile must be fully completed prior to the camper being admitted into the program. If you do not receive your link or need to change the email associated with the camper's profile, please contact us at Education@buschgardens.com.

Arrival

Monday Morning

On Monday morning, check-in begins at 8:00 a.m. and lasts until approximately 8:30 a.m. After parking your vehicle, please proceed to the check-in table and follow all instructions given.

Camp Staff will confirm we have received your completed registration forms. You will also confirm who is authorized to pick up your child besides the legal guardians stated on your CampDoc profile. Please note that any missing forms from your CampDoc profile will need to be completed at this time and will delay your child's check-in process. Please arrive on time as late arrivals may miss program elements and will experience check-in delays.

Upon the campers' arrival, Camp and Health Service staff will review any medical concerns with campers & parents individually. Some examples of questions campers could be asked include any changes to medications they are taking, current health status, any cold symptoms, or special medical needs. Health history summaries are confidential and remain with the counselors during the course of the program. Campers (and their parents) may be required to visit the Health Service's Station if:

- They are checking in medications
- Discussing any specific medical concerns
- Reviewing any paperwork completed during check-in

Once campers have visited the check-in table and the Health Services' station (if applicable), they can proceed to the final stop, the T-shirt station to receive their camp shirt.

After visiting all three stations, campers will be escorted by camp staff to the Welcome Pavilion. Once all campers have arrived, campers and their counselors will leave the check-in area to begin their day.

Remainder of Week

For the remaining week of camp, check-in will be from 8:00 a.m. to 8:30 a.m. only. We recommend limiting the people arriving to only the camper(s) and their parent/guardian when possible.

Upon arrival each day, please park your car and walk your camper(s) to the Check-in table and sign them in. If your child will be late or absent, please call the Camp Leaders On Duty between 8:00 a.m. to 8:30 a.m. at (813) 600-0178. Unfortunately, missed days are not refundable.

NO PETS are allowed on property, please leave pets at home.

Medication

Prescriptions and over-the-counter medications must be given to health services staff during check-in. Only Health Services or trained Camp Staff will administer medications, as prescribed in writing by a physician, or as indicated by the manufacturer's directions. All medications must be in their original containers displaying original labels with a physician's instructions or with manufacturer's directions. During the check-in process, a Busch Gardens health services staff member will confirm and collect any medications from the camper, ensure medication is in its original container, and log dosage information for counselors to reference throughout the program. We recommend not bringing unneeded over-the-counter medications since Busch Gardens will provide most over-the-counter medications as needed. Medications will not be dispensed without written physician and/or parent/guardian permission.

While at camp, campers may experience certain general ailments such as headaches, upset stomach, menstrual cramps, cuts or scrapes, etc. The Busch Gardens' Medical Director has provided an appropriate dosage for the over-the-counter (OTC) medicines provided by the park. These medications do not need to be sent with your camper. See CampDoc for the OTC medications we provide. Please contact us if you have questions regarding OTC Medications.

Directions to Check-In

Enter Busch Gardens through the "Bus Drop-off/Pick-up" entrance on the west side of 40th Street (McKinley). Follow the Busch Gardens Camp signs towards the main entrance of the park to the security gate. The entrance to the security gate is to the left of the main entrance of the park. Stop at the security gate and present the vehicle pass to the guard on duty. (Be prepared for a brief vehicle search, which is a routine procedure for any vehicle entering a back area). No pets, please. After the security gate, please proceed slowly and follow the directional signs to the check-in area.

Adventure Island

Zoo Heroes, Busch Gardens Apprentices and Thrill Seekers camps will be attending Adventure Island on Wednesdays, and will need to be dropped off and picked up at that location

Enter Adventure Island through the main parking entrance toll booths. Please display your vehicle pass* and proceed through the cones at the toll booth. Follow the camp signs to the Picnic Pavilion at the rear left of the main parking lot. Be advised, the main parking entrance will not open prior to the 8:00 a.m. drop-off time.

Dismissal

Camper Dismissal will take place from 3:00 p.m. to 3:30 p.m. each day. We recommend limiting the people arriving for dismissal to only the camper(s) and their parent/guardian when possible.

Upon arrival, please park your car and proceed to the pick-up area.

A **mandatory** I.D. check is in effect to pick up all campers. Only adults 18 years of age and older who have been authorized on the camper's CampDoc profile are permitted to pick up the camper. There are no exceptions to this rule. Only government-issued identification will be accepted. Camp Staff will verify your I.D. against our authorized pick up list and have you sign-out your camper(s).

Anyone not indicated on the CampDoc profile who arrives to pick up a camper must be verified by Camp Staff via phone call directly to the parent/guardian. Under no exceptions will campers be released to an unauthorized individual without verbal consent directly from the parent/guardian.

Campers at Busch Gardens are to be picked up at the Welcome Tent (the same location where they were dropped off).

Extended Care

Extended care is a service provided by Day Camp counselors that allows for a flexible pick up time. For an additional fee, you can extend your campers' pick up time to between the hours of 3:30 p.m. to 6:00 p.m. Classroom based activities are provided for campers with games, crafts, and age appropriate videos.

Pricing varies, please visit www.buschgardens.com/camps for details.

Late Pick-up Policy and Fee

Please note that dismissal ends promptly at 3:30 pm, after which time we reserve the right to charge \$1.00 per minute until the camper is signed out. If charged, parents will be contacted by the Busch Gardens Reservation team the following morning to process payment for the late pick-up. There is no cut off time for this fee and the authorities will be notified for any children left at camp one hour past camp end time.

Early Pick-Up

If a camper needs to be picked up before 3:00 p.m., please notify Camp Staff during check-in that morning. All early pick ups must take place prior to 2:30 p.m. All camp staff are preparing for Camp Dismissal from 2:30 p.m. to 3:00 p.m. so we are unable to accommodate any early pick up request during that time.

Adventure Island

Zoo Heroes, Busch Gardens Apprentices and Thrill Seekers camps will be attending Adventure Island on Wednesdays. Campers will need to be dropped off and picked up at that location.

Enter Adventure Island through the main parking entrance toll booths. Please display your vehicle pass* and proceed through the cones at the toll booth. Follow the camp signs to the Picnic Pavilion at the rear left of the main parking lot. Be advised, the main parking entrance will not open prior to the 8:00 a.m. drop-off time. A map to Adventure Island drop off and pick up will be available at camp check-in.

After-Camp Park Admission

After camp concludes each day, Day Camp participants may be readmitted to the park at no additional charge

Busch Gardens Re-Admittance

Campers must be picked up from inside the park in order to be re-admitted into the park. Parents must park in the general parking lot (parking fee will apply). Parents will need to purchase park admission, if they have not already done so, and then enter the park through the main turnstiles. In-park camper dismissal takes place from 3:00pm–3:30pm at the Outpost Classroom. The Outpost Classroom is located next to the front-of-park Security/First Aid Station. A Camp Staff member will be stationed inside the classroom to facilitate Camper Dismissal.

Please Note: We no longer provide a hand stamp to re-enter Busch Gardens. If parents pick up their campers from outside the park, they will be required to purchase admission, or use a season pass to re-enter the park.

Adventure Island Re-Admittance

(Only Valid on Wednesday for camps that attend Adventure Island)

Campers must be picked up from inside the park in order to be re-admitted into the park. Parents must park in the general parking lot (parking fee will apply). Parents will need to purchase park admission, if they have not already done so, and then enter the park through the main turnstiles.

Parents must notify staff Wednesday morning that they will be picking campers up inside the park, and instructions and location will be given at that time.

Camp Schedules & Itineraries

Campers participate in a variety of activities every day and our schedule is fluid to accommodate the unique nature of a zoological theme park. Campers will spend their day enjoying attractions at Busch Gardens, experiencing immersive exhibits showcasing animals from around the world, participating in interactive activities/crafts within our educational classrooms, and connecting with our animal ambassadors up close and personal.

Our camp activities and schedules are subject to change due to weather, animal needs, park operation or various other unforeseen circumstances without notice. For this reason, we do not provide a written schedule to hand out each day. In this section, you will find your specific camp highlighting important details, including:

- General description
- Camp-o-Meter



Camp-o-Meter

In an effort to better help campers and their parents prepare for their camp experience, we have developed a Camp-o-Meter. The graphic below showcases the three overarching elements that make up our camp programs and highlights the degree at which campers may experience each element. Our camp icon is placed on a sliding scale to highlight how present an element is within a specific camp. Elements are rated as:

- **Mild**—This element is still present within the camp’s itineraries, just not a main focus
- **Wild**—This element is a main focus for this camp
- **Middle**—Element is considered balanced within the itinerary when icon is in middle

The three elements that make up the majority of our camp itineraries are:

- **Animals**— Experiencing our diverse animal collection
- **Attractions**—Experiencing our world-class attractions
- **Activities**—Experiencing in-depth activities/games/crafts centered around the theme



1st & 2nd Grade

Planet Patrollers

Get ready for a world of fun! Embark on a journey through Earth's continents to learn about the animals and people that call them home. Fill your passport with stamps, speak in different languages, play games from other cultures, and come face-to-face with animals from around the world!

Camp-o-Meter



Habitat Helpers

Be prepared to explore the wild places animals call home! From creating their own forest to visiting the Serengeti Plains to feed giraffes, kids are definitely taking a walk on the wild side when they become a Habitat Helper.

Camp-o-Meter



Troopers Mini-Camp

If you're looking for a taste of what our camps have to offer, then BG Troopers is the camp for you! Whether you're facing a raging river rapid, enjoying a world class show, or meeting one of our animals face-to-face, you're sure to have a BLAST!

Camp-o-Meter



3rd & 4th Grade

Zoo Heroes

Animals come in all shapes and sizes and are FULL of superpower surprises! They have amazing abilities to help the world around them—and so do you! Traverse Busch Gardens in search of the creature features that help wildlife and the ways you can make a difference. See if you can become the next Zoo Hero!

Camp-o-Meter



Super Sleuths

There are some interesting things going on, and the Super Sleuths are on the case! Learn investigative skills, examine evidence and decipher clues to discover a mystery animal. Get a behind-the-scenes look at how our park operates while learning to become a super sleuth!

Camp-o-Meter



Trekkers Mini-Camp

If you're looking for a taste of what our camps have to offer, then BG Troopers is the camp for you! Whether you're facing a raging river rapid, enjoying a world class show, or meeting one of our animals face-to-face, you're sure to have a BLAST!

Camp-o-Meter



5th & 6th Grade

Creature Researchers

Are you willing to get your hands dirty or your feet wet in the pursuit of wild animal knowledge? Look no further, as this camp gives budding wildlife biologists an up-close and in-depth look at the exciting career of wildlife research. From focused observations, to trucking through the Serengeti Plains, campers will navigate around Busch Gardens exploring the amazing methods of a researcher.

Camp-o-Meter



Busch Gardens Apprentices

Do you like the sound of being a VIP? Busch Gardens Apprentices will make you a “camper with clearance”! Whether it’s learning about baking our delicious sweet treats, operating one of our exhilarating roller coasters, or finding out what it takes to become a zoo veterinarian, discover what it takes to operate our world-class theme parks!

Camp-o-Meter



Travelers Mini-Camp

If you’re looking for a taste of what our camps have to offer, then BG Troopers is the camp for you! Whether you’re facing a raging river rapid, enjoying a world class show, or meeting one of our animals face-to-face, you’re sure to have a BLAST!

Camp-o-Meter



7th & 8th Grade

Junior Zookeepers

There are over 2,000 animal residents at Busch Gardens, and caring for them takes a lot of hard work! Get a glimpse into the professional world of animal care as you learn about animal nutrition, watch animal training sessions, and meet zookeepers and veterinary staff throughout the week!

Camp-o-Meter



Thrill Seekers

Ever wonder what makes our parks so thrilling? Find out as you experience an amazing combination of world-class rides, shows, and animal attractions. Go behind-the-scenes to get an up-close look at our coasters, learn how they work, and put your STEM-skills to the test!

Camp-o-Meter



Trailblazers Mini-Camp

If you're looking for a taste of what our camps have to offer, then BG Troopers is the camp for you! Whether you're facing a raging river rapid, enjoying a world class show, or meeting one of our animals face-to-face, you're sure to have a BLAST!

Camp-o-Meter



Attire

Campers should dress appropriately for the outdoors and forecasted weather. Keep in mind that Florida is hot and humid during the summer. All camp programs spend time outdoors and involve a considerable amount of walking. Campers have the potential to get wet any day of the week due to water attractions or from Florida's summer rain showers.

Camp T-Shirt

The Busch Gardens Camp t-shirt, issued at check-in on the first day of camp, should be worn daily. The camp shirt is easily identifiable for Camp and Park Staff and allow counselors to manage their groups more effectively. Please note that camp t-shirts that are altered in any way, and have been deliberately cut, ripped or torn, will not be allowed.

Additional camp shirts will be available for purchase for \$10 each (cash only please). Campers are welcome to wear past years' camp t-shirts as well.



Shorts

Campers should wear comfortable, quick-dry shorts. Quick-dry shorts allow campers to continue to comfortably enjoy the day if they happen to get wet.

Footwear

Please dress your camper in comfortable, walking shoes. Campers are permitted to wear open-toe footwear, as long as it has a heel strap. No sandals or flip-flops, please.

Water Bottle

Each camper is given a camp water bottle on their first day and it is highly recommended that they bring their camp water bottles each day. There will be opportunities during camp to visit water refill stations to refill bottles.

What To Bring

BUSCH GARDENS IS NOT RESPONSIBLE FOR STOLEN OR LOST MONEY OR VALUABLES.

Suggested items your camper can bring:

- Hip pouches/small backpacks
- Travel sized sunscreen/insect repellent
- Cameras
- A hat

Clearly label anything your camper brings

Items your camper ***should not*** bring:

- A raincoat/umbrella (Camp staff provides one-time use rain ponchos during inclement weather)
- Towels
- Large Backpacks
- Money or Valuable electronics

Adventure Island

Zoo Heroes, Busch Gardens Apprentices and Thrill Seekers camps will be attending Adventure Island on Wednesdays, and will need to be dropped off and picked up at that location. Directions to drop off at Adventure Island will be given out at Camp check-in on Monday.

Attire

Please dress your camper in a bathing suit that has full coverage (NO BIKINIS PLEASE!) and water shoes (highly recommended) or shoes that can get wet. Campers may choose to go bare foot or wear their shoes throughout the day.

Your camper will be provided with a secure place to store things at the beginning of the day at Adventure Island, so please pack a dry change of clothes for them and sunscreen to apply throughout the day. Camp t-shirts may be worn by your camper at all times, as well.

What To Bring to Adventure Island

BUSCH GARDENS IS NOT RESPONSIBLE FOR STOLEN OR LOST MONEY OR VALUABLES.

Suggested items your camper can bring:

- Small backpacks
- Travel sized sunscreen/insect repellent
- A towel
- A hat
- Change of clothes (if staying for Extended Care)

Clearly label anything your camper brings

Items your camper should not bring:

- A raincoat/umbrella (Camp staff provides one-time use rain ponchos during inclement weather)
- Large Backpacks
- Money or Valuable electronics

Camp Safety

Medical Services

Safety is first and foremost a part of every element of Busch Gardens Camp. For all minor injuries and illnesses that occur at a park, the Busch Gardens, Adventure Island or SeaWorld Health Services team is available and will address your camper's medical needs. Counselors are trained in American Red Cross First Aid/CPR/AED and equipped with a first aid kit and AED while offsite. In the unlikely event a serious injury or illness occurs, participants will be transported to Advent Health—Tampa, which is within two miles of Busch Gardens. A Busch Gardens representative will contact you in case such an emergency arises. In order to administer medical services to your camper, all medical liability releases, health history forms, and insurance information must be completed and signed *before* arriving at camp. Please make sure at least one phone number is U.S. based.

Weather Emergencies

Camp management and counselors balance the components of the program with the current weather conditions. Weather conditions are monitored closely by our Security department. The enjoyment of the park elements is contingent upon the proximity and nature of weather factors such as lightning or high winds. Rain and afternoon thunderstorms are common in Florida and may affect some camp activities. In the event of lightning or tornado warnings in the immediate vicinity, campers will be moved to the closest indoor location until the threat has passed. Indoor activities are planned if thunderstorms prevail.

Our park observes strict weather protocols. When lightning has been spotted within 3 miles of our park, for everyone's safety, guests and team members are required to seek shelter. Once the weather passes, we can resume activities.

Camp dismissal may proceed as normal during inclement weather, but be advised that campers' arrival at the pick-up area may be delayed. You are welcome to wait until the inclement weather passes before proceeding to the pick-up area as dismissal will be extended to ensure everyone's safety. Parents will be notified via text message if Camp Dismissal will be impacted due to inclement weather. To receive text notifications, you must opt in on your CampDoc profile.

During more severe weather, such as a hurricane, camp management will make a decision about canceling a camp on a case-by-case basis. Once camp is canceled, it cannot be rescheduled for the original date even if the weather clears or other factors change. Parents/guardians will be contacted in a timely manner should such an event occur. Camp is not canceled for rain. In the event of dangerous weather (i.e. hurricane) we will notify you the day before about camp closure.

Rides

All park guidelines for guests when riding a ride also apply to campers (i.e. height restrictions and disabilities). Campers who choose not to participate in this element will participate in another activity with a counselor until the entire group has disembarked the ride.

Illness

Please keep your camper home if they seem listless, unusually irritable, complains of a stomachache, headache, earache, or seems to be unusually pale or flushed. It is better to be overcautious than to risk exposing the rest of the children and staff to a contagion.

Face Coverings & Sanitation

Camp operations will follow all posted park policies regarding face coverings for Busch Gardens and Adventure Island. Please visit us at <https://buschgardens.com/tampa/park-info/park-safety/> for more information regarding our current face covering policy.

*Campers may be required to wear Personal Protective Equipment (i.e. face coverings and gloves) in some behind-the-scenes animal areas.

Key areas of camp operations, including activity and lunch areas, will be sanitized between groups to ensure campers are utilizing sanitary environments. We have also offer frequent handwashing opportunities, especially before and after eating.

Please contact us at education@buschgardens.com or (813) 987-5808 for any specific questions regarding our face coverings policies or sanitation procedures.

COVID-19 Protocols

In the unlikely event that a camper exhibits any symptoms related to COVID-19, A Communicable Disease Plan has been developed to prepare Health Services and Camp Leadership to respond safely and efficiently to ensure the safety of the individual affected and the group.

If a member of our Health Services team determines that a camper present symptoms that could be related to COVID-19, the following steps will occur:

- Camp staff will escort the camper to our designated rest area, and provide an opportunity for the camper to rest while they wait for their pick up.
- Camp Leadership team will notify the camper's parent and/or emergency contact that their camper is displaying symptoms that could be related to COVID-19 and that immediate arrangements need to be made to have their camper picked up.
- If a camper is sent home due to displaying symptoms related to COVID-19, they are only permitted to return to finish out that session of camp if they can produce a negative test result. Camp Leadership will work with the impacted family to determine what options exist, including rebooking to a later date (pending availability).

Camp Leadership will also notify families if an individual in their camper's group is sent home because they exhibited symptoms that could be related to COVID-19. For privacy, individuals will not be identified.

Security Search

Busch Gardens Security reserves the right to search through any person's belongings upon entering the park, or if it suspected that an individual may become in possession of items that are harmful or inappropriate.

Dining and Shopping

Lunch

Campers are required to bring their own lunch each day. Please take the following into consideration when packing your camper's lunch:

- Clearly label your child's lunch box with their first and last name
- Lunches are stored in secure locations, however refrigeration is not available. We recommend that lunches contain non-perishable items or an ice pack to keep perishable items cool.
- We ask lunch containers to be standard size so they can fit within the storage areas provided.
- Campers are not permitted to share any of their lunch items with other campers.

Snacks

Busch Gardens Camp will provide a snack each afternoon. Some available food products may contain or have been processed in proximity to peanut and/or other allergenic ingredients. Please specify any food allergies and/or restrictions on your CampDoc profile. If the snack of the day contains your camper's allergen, an alternate snack will be provided.

Shopping

Campers will not have time to shop during camp, and Busch Gardens is not responsible for lost money or valuables. If you are interested in purchasing any Busch Gardens souvenirs, please visit our online store at www.buschgardensshop.com.

BUSCH GARDENS IS NOT RESPONSIBLE FOR STOLEN OR LOST MONEY OR VALUABLES.

Refunds & Cancellations

In the event that your child is unable to attend camp, our cancellation/refund policy is:

- A \$25 processing fee will be withheld from all refunds
- Cancellations received six weeks prior to camp will result in a 100% refund minus a \$25 processing fee per child
- Cancellations received three to six weeks prior to camp will result in a 50% refund minus a \$25 processing fee per child
- Cancellations received less than three weeks prior to camp will not be refunded.
- Partial refunds are not granted for any of the following: late arrivals, camper's choice to leave early, partial week attendance, at the parent's request, or asked to leave due to non-compliance of the camper code of conduct.
- Campers who experience a medical emergency prior to the start of their camp session can receive a full refund, minus the processing fee, if a written notice (provided by their doctor) is submitted advising they do not participate in the camp program.
- Campers have the option to rebook their camp to a different camp of equal value and within the same calendar year, pending availability, at no additional charge.

While unlikely, Busch Gardens Camp does reserve the right to cancel an entire camp offered due to lack of enrollment, unforeseen severe weather conditions, or other scheduling conflicts. Parents will be notified as soon as this decision is made. If the Busch Gardens camp leadership team decides to cancel a camp program, a full refund will be processed. Camp is not cancelled for rain.

Code of Conduct

Be nice: Behave respectfully towards counselors, campers, other park guests and animals.

Be safe: For the safety of counselors, campers and animals, reckless/unsafe behavior is not tolerated.

Be smart: Be enthusiastic, listen to others and participate to the best of your ability.

Camp Policies

All campers are expected to act in a responsible and courteous manner at all times. Upon arrival to the program, counselors will review examples of acceptable and unacceptable behavior. Use of profanity, stealing, damaging property, lying, cheating, fighting, bullying or harassment will not be tolerated under any circumstance. Campers are expected to be responsible citizens.

Camp Expectations

Busch Gardens Camps offer enriching academic and social experiences that encourage campers to pursue their interests in animals and the environment. Each camp program will be as fulfilling as the campers make it. We encourage and expect every camper to be responsible for him/herself by participating in all field activities and projects and making many new friends. Campers should be interested in animals and their environments, and prepared to have once-in-a-lifetime experiences! Throughout the week, whether rain or sunshine, campers may have an opportunity to meet giraffes, parrots, lizards, rhinos, or other species—face-to-face—and have an opportunity to talk with animal care professionals from different zoological backgrounds.

Behavioral Concerns

Campers are expected to adhere to guidelines set forth by the counselors. If a behavior problem arises, counselors will first discuss the problem with the individual. If the problem continues, the camper may forfeit participation in future program activities, and the parent will be contacted to discuss the problem. If the problem is severe, the parent will be contacted to discuss the problem. Finally, if the problem is not rectified, the parents are responsible for providing transportation for the participant to leave the program and a refund will not be issued.

Inclusivity Statement

Busch Gardens Camps strive to create an inclusive camp environment that is free from discrimination and harassment and that values the differences of our campers and staff. Specifically, Busch Gardens Camps prohibits discrimination or harassment based on age, race, color, religion, sex, national origin, sexual orientation, gender identity or expression and disabilities.

Contact Information

Contact Information	Reason for Contact
<u>Camp Leadership on Duty</u> (813) 600-0178	Send a text or leave a message for Camp Leadership. Messages are checked throughout the day. <ul style="list-style-type: none"> • Camper will be absent • Camper will be arriving late • Camper needs to be picked up early
<u>Education Reservations</u> (813) 987-5808	Call our reservations team <ul style="list-style-type: none"> • General Camp Questions • Reservations • CampDoc Questions
<u>Education Reservations</u> education@buschgardens.com	Email our reservations team <ul style="list-style-type: none"> • General Camp Questions • Reservations • CampDoc Questions