



Education Department

# 2024 Resident Camp

## Parent Handbook



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# Welcome

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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. Busch Gardens Camp programs are accredited by the American Camp Association (ACA). To achieve and maintain this accreditation, Busch Gardens Tampa complies with or exceeds standards set by the ACA.



## Enhanced Safety Measures

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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. The following enhanced safety measures have been incorporated into our Summer Camp operations:

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

## Busch Gardens' Camp Goals

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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 provide a thought-provoking environment that encourages campers to become stewards of the natural world
- to create an atmosphere that nurtures self-esteem through positive interactions and situations that build confidence
- to allow campers opportunities for team work and problem solving

## Staffing

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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 participate in classroom management and child development classes. 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.



Busch Gardens Camps follows ACA’s suggested guidelines for establishing the number of counselors necessary to oversee a resident camp group. Camps for elementary and secondary students are often on the premises at the same time and our properly trained team allow for a well-managed atmosphere when conducting these camps simultaneously.

<b>Age of Campers</b>	<b>Number of Counselors</b>	<b>Number of Campers</b>
9-14 years	1	8
15-18 years	1	10

## Things to Share with Your Camper

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Whether you’re 6 years old 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 quick and include topics such as hometowns, favorite hobbies or why they choose this camp.

Busch Gardens allows our campers to bring cell phones to keep in touch with their families in the evenings. If your camper calls home with feelings of homesickness, encourage him or her to speak directly to one of their counselors. Our counselors are dedicated to providing a fun and educational experience - and we encourage each camper to reach out to them if they experience any challenges or concerns.

# 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. Busch Gardens Camps partners 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' camp 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 for 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](mailto:education@buschgardens.com).

Please plan to complete, and electronically sign ALL confirmation materials, including health history forms, release forms, and travel itinerary **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
- Travel Information
- Mzinga Lodge Vehicle Pass & Handbook

# Arrival/Departure by Air

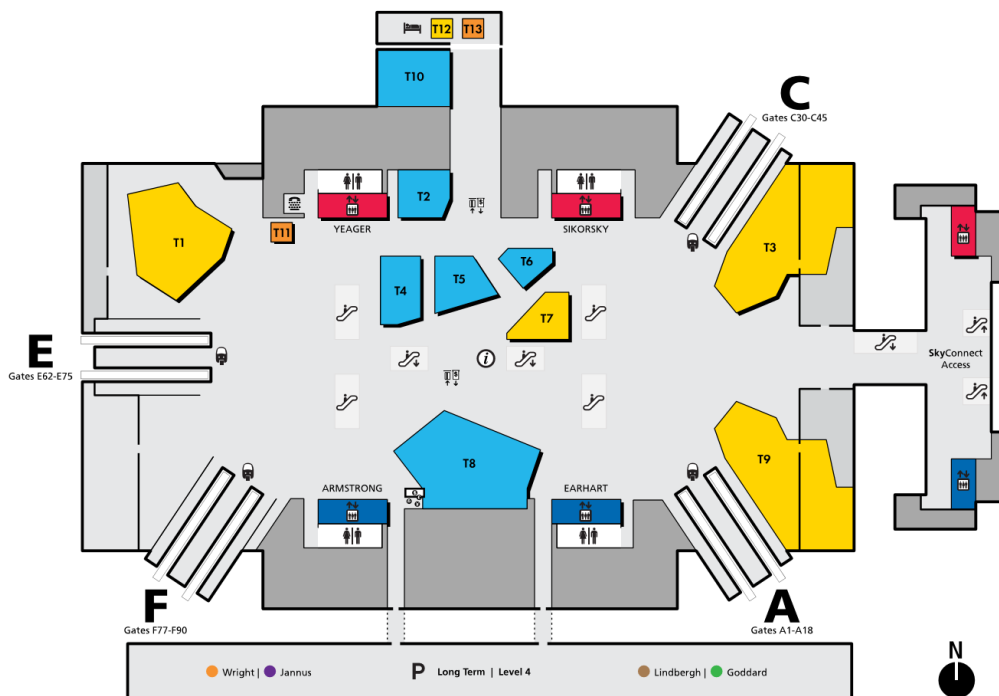
## Arriving by Air

For all camps, please schedule flights to arrive:

**NO EARLIER THAN 10:00 a.m. E.S.T.**

Camp staff will pick up campers at Tampa International Airport only. Please complete the “Participant Travel Information Form” and include a copy of the camper’s entire flight itinerary.

For Arrivals, all terminals at Tampa International Airport connect to the Airport Main Hub via a short tram ride. Camp staff wearing a camp polo will be waiting at the camper’s tram gate.



For campers traveling registered as unaccompanied minors, most airlines require identification information for the camp staff meeting or dropping off your camper. The Education Department can accommodate this requirement **48 hours** prior to their arrival/departure time. Please e-mail [education@buschgardens.com](mailto:education@buschgardens.com) no earlier than **48 hours** ahead to request this information.

## Departing by Air

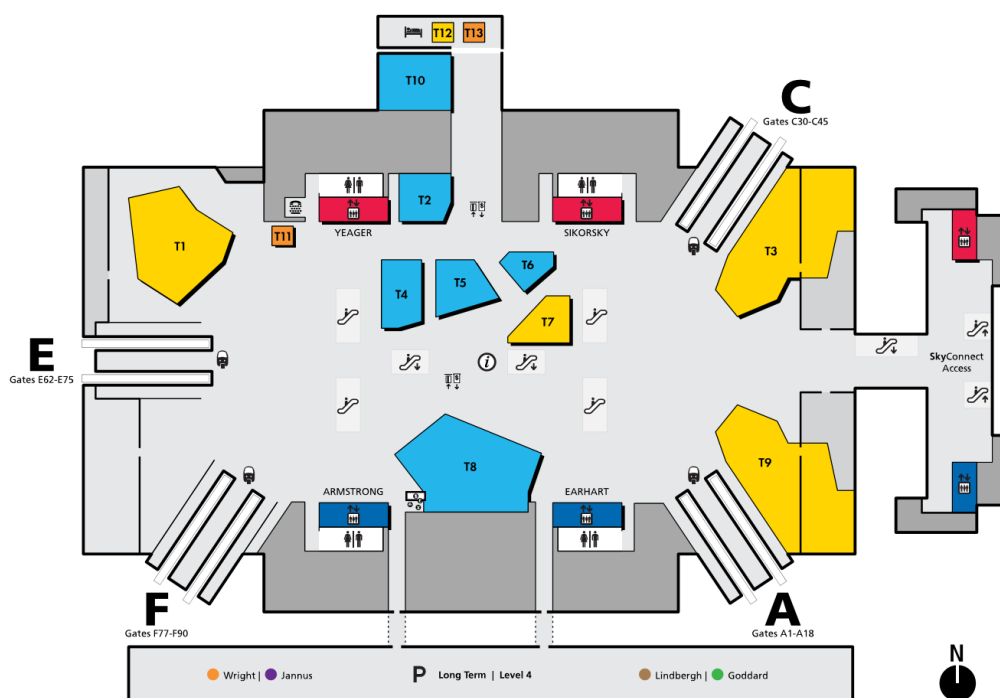
For all camps, please schedule flights to depart:

**NO LATER THAN 2:00 p.m. E.S.T.**

Camp staff will drop off campers at Tampa International Airport only. Please complete the “Participant Travel Information Form” and include a copy of the camper’s entire flight itinerary.

For departure, camp staff delivers all departing campers to the security checkpoint at the appropriate tram gate in the main terminal at Tampa International Airport.

**Busch Gardens is not responsible for, or capable of paying for any excess baggage fees incurred at departure! We suggest that campers bring prepaid credit cards if you anticipate such an expense.**



For campers traveling registered as unaccompanied minors, most airlines require identification information for the camp staff meeting or dropping off your camper. The Education department can accommodate this requirement **48 hours** prior to their departure time. Please e-mail [education@buschgardens.com](mailto:education@buschgardens.com) no earlier than **48 hours** ahead to request this information.

# Arrival by Vehicle

Parents/guardians are responsible for arranging drop off at Busch Gardens Mzinga Lodge dormitory during the designated time frame. Check-in is from **11:00 AM–12:00 PM**.

## Land & Sea

For students entering grades 7-9 in fall 2024

(11-14 years of age)

June 8–13, 2024

June 22–27, 2024

July 6-11, 2024

July 20-25, 2024

## Zoo FUNDamentals

For students entering grades 10-12 in fall 2024

(14-18 years of age)

June 15–20, 2024

June 29–July 4, 2024

July 13–18, 2024

July 27–August 1, 2024

The address to the Mzinga Lodge Dormitory is: 3605 East Bougainvillea Ave  
Tampa, Florida 33612

We recommend limiting the people arriving to only the camper(s) and their parent/guardian when possible. You will be able to download a complimentary parking pass from your camper's CampDoc profile that will include a map to Mzinga Lodge. You, or your designated representative, must have this parking pass in hand when dropping off or picking up your camper. Please contact us if you cannot locate your parking pass in your CampDoc profile.

Non-Camp participants, from parents, siblings and friends, are not permitted to enter the dormitory during check-in or check-out. Camp staff will conduct all check-in components outside in an effort to reduce the amount of people entering the dormitory which includes Security staff doing bag checks. Families who are arriving by vehicle should keep the following mind:

- **NO PETS** are allowed on property, so please leave your pets at home to keep them safe.
- **There are NO public restrooms available.** Check-in can take up to 30 minutes—plan accordingly.



# Check-In

## Camp Nurse Check-In

Upon arrival, the camp nurse will review any medical concerns with each camper 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. **Upon review, if a camper is found to have a contagious condition, including head lice, or a fever above 100.4F the camper will be sent home (at the parent/guardian's expense).**

## Medication

Prescriptions and over-the-counter medications must be given to Busch Gardens 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, the camp nurse 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.

Busch Gardens will provide most over-the-counter medications as needed; therefore we recommend leaving over-the-counter medications at home. Medications will not be dispensed without written physician and/or parent/guardian permission.

Please note that many over-the-counter (OTC) medicines do not list a designated dosage for children under 12 years of age. Busch Gardens' Medical Director has provided an appropriate dosage for younger children on these medicines provided by the park. You must both mark **YES and sign the OTC release** form to agree to allow Busch Gardens' staff to administer these select medications at the physician recommended dosage.

# Departure by Vehicle

Parents/guardians are responsible for arranging pick up at Busch Gardens Mzinga Lodge dormitory during the designated time frame. Departure time is **8:00 to 8:30 AM** on the last day of camp. The address to the Mzinga Lodge Dormitory is:

3605 East Bougainvillea Ave

Tampa, Florida 33612

We recommend limiting the people arriving to only the designated parent/guardian when possible. You will be able to download a complimentary parking pass from your camper's CampDoc profile that will include a map to Mzinga Lodge. You, or your designated representative, must have this parking pass in hand when dropping off or picking up your camper. Please contact us if you cannot locate your parking pass in your CampDoc profile.

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. All names in CampDoc profile must be legal names listed on identification, no nicknames or shortened names. Only government-issued identification will be accepted. Camp Staff will verify the I.D. against your authorized pick up list that allows them to 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.**

As a reminder, only campers are permitted to enter the dormitory during check-in or check-out. Camp staff will conduct all check-out procedures outside. In an effort to reduce the amount of people entering the dormitory, please note:

- **NO PETS** are allowed on property, so do leave your pets at home to keep them safe.
- **There are NO public restrooms available.** Check-out can take up to 30 minutes as campers gather their items—plan accordingly.

# Mzinga Lodge

Resident Campers stay at Mzinga Lodge, Busch Gardens' on-property, co-ed dormitory. Males and females have separate sleeping quarters, locker rooms, and bathroom facilities. Each bathroom facility contains four private shower stalls, sinks, and toilets. There are lockers for storing and securing personal possessions and toiletries—please bring a standard combination lock. Mzinga Lodge is air-conditioned and contains a classroom, commons room, dining area, infirmary, and laundry room. Please limit the **size of your suitcase to no more than 11 inches thick** so that it will fit beneath the bunk beds.



# Camp Policies

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Busch Gardens strives 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 prohibits discrimination or harassment based on age, race, color, religion, sex, national origin, sexual orientation, gender identity or expression and disabilities.

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.

## Code of Conduct

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The following actions/behaviors will result in an immediate dismissal from camp at the parent's expense:

- Consumption or possession of: alcohol, illegal drugs, tobacco or vaping products
- Possession or use of a weapon— weapons are defined as guns of any kind (Including toy guns), slingshots, penknives, switchblades, box cutters, or any other item prohibited by the Federal Aviation Administration (FAA)
- Sexually explicit language or behavior
- Physical assault, fighting, bullying or harassment

In addition to the aforementioned actions/behaviors, stealing, damaging property, lying, cheating or the use of profanity is also not tolerated under any circumstance. Campers who display these behaviors could be asked to leave camp depending on the severity or frequency of the behavior.

Use of tobacco or vaping products (cigarettes, e-cigarettes, cigars, snuff, chewing tobacco) is not allowed. Any such item will be immediately confiscated and the incident reported to parents/guardians.

Campers are not permitted to enter sleeping or changing areas of the opposite gender.

## Grooming Guidelines

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The staff holds each camper responsible for wearing suitable clothing and starting each day showered and groomed. Camp staff reserve the right to determine what apparel is appropriate and what constitutes an acceptable appearance for campers participating in the programming at Busch Gardens.

## Camp Property

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Campers are expected to be responsible citizens, in charge of maintaining any issued equipment, i.e. boots, combination lock, linens, etc. Loss of or intentional damage to the possessions of Busch Gardens or another camper will be repaired or replaced at the offending participant's (or the parent/guardian's) expense.

## Curfew

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Curfew times will vary with program schedules, however, ALL participants are expected to be in bed and quiet by the designated “lights out”. Our camp programs are strenuous and adequate rest for everyone, including counselors and other camp participants, is very important.

Campers are not permitted to leave camp premises unless escorted by Busch Gardens staff. Programs are highly structured and sequential activities are planned for each day. Therefore, leaves are not usually granted except in the event of a family emergency. Please contact the Resident Camp leadership at 813-579-8223. If a participant leaves camp early, no refund will be given.

## Participation

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Busch Gardens Resident Camps offer enriching academic and social experiences that encourage students to pursue their interests in animals, science, and the environment.

Each camp program will be as fulfilling as the student makes it. We encourage and expect every camper to be responsible for him or herself by preparing for each day’s agenda, completing assignments, participating in field activities and projects, all while making many new friends.

Campers should be enthusiastic, self-directed, and prepared to get dirty, sweaty, and tired during amazing, once-in-a-lifetime experiences!

Throughout the week, rain or shine, campers may have exclusive encounters with amazing animals, ride unique roller coasters, and meet the professionals behind our world class zoo and theme park.

CampDoc will send a reminder email prior to the start of your program with some tips of what to expect and to bring. If you have any other questions, please reach out to [education@buschgardens.com](mailto:education@buschgardens.com)

## Behavioral Concerns

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Campers are expected to adhere to all guidelines outlined within Camp Policies, as well as those set forth by the counselors. If a behavior problem arises, counselors will first discuss the issue with the individual. If it continues, the camper may forfeit participation in future program activities. Depending on the severity, a Busch Gardens representative will contact a parent to discuss the problem. Finally, if the problem is not resolved, the parents are responsible for providing transportation for the participant to leave the program and a refund will not be issued.

## Inclusivity Statement

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Busch Gardens strives to create an inclusive camp environment that is free from discrimination and harassment, and 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.

## Transportation

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Busch Gardens provides all transportation throughout the program. Counselors will not permit any camper to enter or ride in any vehicle unless accompanied by park staff or their parents/guardians. For their safety, campers are not permitted to drive any park vehicle.

## Visitors

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Visitors are NOT permitted onsite or in the dormitory once the camp begins. If a parent/guardian would like to see their camper during the course of the program, arrangements can be made with the Camp Leadership team. However, to avoid interrupting this ambitious program, we suggest planning a visit into the park with your camper after pick-up to allow them to showcase their newfound knowledge.

## Meals

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Busch Gardens provides three meals each camp day - either at park restaurants, as bag/box meals for off property, or at local restaurants. Breakfast is continental (juice, milk, cereal, bagels, fruit, and toaster pastries). Water is always available, and we provide snacks and drinks at breaks and during field trips.

**ALLERGENS:** Some available food products may contain or have been processed in proximity to peanut and/or other allergenic ingredients. Please specify any dietary preferences, allergies and/or restrictions on the Health History Form, and elaborate on the possible reaction if consumed. While Busch Gardens can accommodate a simple vegetarian diet, please provide non-perishable supplements for more complex dietary needs.

## After Camp Park Admission

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After camp concludes, Resident Camp participants may be readmitted to Busch Gardens at no additional charge (only valid at Busch Gardens Tampa). If requested via CampDoc, your camper will receive Complimentary Park admission for Busch Gardens after dismissal on the last day of camp and discounted park admission for family members can be purchased as well. Please provide us with a headcount before arriving at the park for pick-up.

## Cell Phones/Phone Calls

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We encourage all campers to contact their parents/guardians upon arrival. Campers may use the dormitory office phone or personal cell phone during free time (in the evening). After notifying parents of their arrival, Camp staff will collect and store all electronics in a secure cabinet. We will distribute cell phones to campers during free time for calling family and friends, or if there is a family emergency. Carrying cell phones or other electronic gear during a regular camp day or after lights out is not permitted.

To leave a message for your camper or for camp staff, please call the dormitory, (813) 987-5172, and leave a voice mail message. You may send an e-mail to your camper at [education@BuschGardens.com](mailto:education@BuschGardens.com) and camp staff will deliver it to your camper. Please note that our resident camps are fast paced and you may not receive a call back from your camper until the evening.

If you have an emergency, you may leave a detailed message and phone number where you can be reached on the Camp Hotline, (813) 987-5848. Camp staff is automatically paged from this emergency hotline and will respond or forward the message to your camper.

## Security Search of Camper Belongings

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*Busch Gardens Resident Camps* have increased security procedures. As a part of the check-in process:

- All bags, backpacks and packages are subject to inspection prior to entering the Mzinga Lodge.
- All persons being housed onsite are subject to screening for prohibited items using walk-through or hand-held metal detectors prior to entering Mzinga Lodge.
- Any item that a participant presents that Security deems unsafe or inappropriate will not be allowed inside the Mzinga Lodge. These decisions are made on a case by case basis.

It is a Camp's custodial duty to act "*in loco parentis*" - in place of the parents - which serves to protect all campers and staff from unreasonable harm and inappropriate behavior. This action is understood to trump any real or perceived notion of privacy or confidentiality.

To protect a child's welfare and wellbeing from him or herself, and others, a search might include a child's locker or trunk, backpack, cell phone, camera or other data gathering device, and personal effects, including toiletries.

If it becomes necessary to initiate a search of camper belongings due to a concern about health, safety or the possible presence of an item/substance/photo that violates camp policies, Camp Staff will inform both the camper and a parent/guardian about the upcoming check. This search will be conducted in a private setting by Camp Staff. Anything that is recovered will dictate any disciplinary action to be administered and a parent/guardian will be informed. **There will be no touching or personal contact.**

*Busch Gardens Camp reserves the right to search through a child's locker, luggage, backpack, cell phone, camera or other data gathering device, and personal effects, including toiletries. Parents and Camper will be notified if any such search is conducted.*

# Camp Schedules & Itineraries

Campers participate in a variety of activities every day and our schedule is very 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 experiential activities and crafts within our educational classrooms, and connecting with our animal ambassadors in up close encounters. Games, crafts, and activities change periodically to create a unique camp experience for your child.



All program components are subject to change. Inclement weather and other unforeseeable conditions may force necessary changes to program components. Components listed are representative of your camper’s upcoming experience and will not necessarily take place on the specific days or in the order shown.

Here is a sample schedule of what your camper’s week could look like from a camper perspective:

**Day 1** Arrive at Busch Gardens Tampa to begin your grand adventure. Meet counselors, other campers and attend Opening Ceremony to become more acquainted with the staff. Get to know all the people and make new best friends while exploring the park and learning about the escapades in store for you before heading to bed at Mzingo Lodge dormitory.

**Day 2** Rise, shine and prepare for a day of exciting animal encounters led by your counselors. Begin your day or overnight trip to SeaWorld where you’ll meet both the delicate and the mighty marine animals found in the depths of the oceans. With names and storylines that once frightened sailors worldwide, set your sights to conquer the rides of destiny—Kraken, Manta and Mako—before heading to camp out at SeaWorld or Busch Gardens.

**Day 3** Rise with the sun as the fun continues. Dive into a reef habitat at Discovery Cove to view firsthand the diversity of creatures that call the sea home. Or perhaps today is another zoo morning back at the zoo, working alongside an animal care specialist on the veldt or in Nairobi! Learn “trade secrets” about animal training and the qualifications needed to work as an animal care professional in one of our parks. Experience state-of-the-art rides at day’s end then wind down for the evening back at the dorm.

**Day 4** Rest and eat well for the work of a zookeeper never ends. Be amazed by the resonating song of the gibbons in Jungala and the hippo honks in Edge of Africa! At the end of the day prepare for another night of fun and camaraderie while walking through summer nights filled with song and dance.



**Day 5** Wrap up your adventure with a few of our favorite things...feed lorikeets, experience unique animal encounters or ride your favorite coasters whether wet and wild or with a 206 foot-tall peak that has a 91-degree drop and reaches 76 miles per hour! End the week by joining the entire camp for Closing Ceremony to recognize your friends and share memories. And, eat cake, of course!

**Day 6** All campers prepare to depart from Busch Gardens. Pack up, say your farewells, and don't forget to collect contact information from your new friends. You will want to stay in touch and sign up for the same camp next summer! Program ends at 8:00 AM.

# Preparing For Camp

Our residential camp programs are fun, educational camp opportunities. The majority of the activities take place outdoors. The climate in Florida is very warm and humid with afternoon temperatures average 90°F+ and the evening temperature is typically 80°F. Thunderstorms are also common on summer afternoons. Pack cool, cotton or wicking clothing and plenty of sunscreen to avoid heat distress and sunburn.

Campers represent Busch Gardens throughout camp activities and counselors reserve the right to determine appropriate apparel while attending Resident Camp. Our camp dress policy requires comfortable but neat, conservative clothing at all times: hemmed shorts or slacks, a camp T-Shirt, camp name tag, and closed-toe shoes.

Busch Gardens provides five camp T-Shirts and campers are expected to wear them during most scheduled activities and during park free time. Since time for washing laundry is minimal, extra T-Shirts will be available for \$10.00 each. You may bring a **credit or debit card** to purchase them at check-in. Campers are welcome to wear camp T-Shirts from past years.



All campers will be visiting SeaWorld Orlando. **Land & Sea** campers also participate in a sleepover at SeaWorld and in water activities at both Aquatica and Discovery Cove in Orlando. For their safety, all campers are required to wear their camp T-Shirt offsite and over their bathing suit while in the water. This allows camp and park staff to easily identify campers at all times. We highly recommend bringing water shoes with a heel strap for swimming.

Since many zoo activities involve getting dirty and sweaty, a wash day is scheduled by the camp team weekly to do basic laundry needs - primarily T-Shirts and work clothes.

Please limit your suitcase to no more than 11 inches thick so it will fit beneath the bunk.

## Shopping

All meals, drinks and snacks, are provided by Busch Gardens for the duration of the camp. Campers will only need money for souvenirs, necessary personal items, or batteries. **All SeaWorld Entertainment parks are now cashless, and we suggest that you send your camper with a prepaid credit card for shopping.**

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

# Packing List

## Clothes

Be conservative but pack for 4 to 5 days.

- Conservative, comfortable shirts
- Hemmed shorts of modest length and/or pants. Shorts must have a 5- to 7-inch inseam (no cut-offs, Spandex or Lycra).
- Lightweight jacket or long-sleeved shirt
- Undergarments
- Socks— shoes and socks are required for zoo activities and recommended to be worn at all times
- Bathing suit— Conservative, unrevealing bathing suits are required
- Water/board shorts and a rash guard. All campers **MUST** wear these garments for an in-water experience at SeaWorld Orlando, the rash guard to wear underneath the camp T-shirt.
- 2 pairs of closed-toe walking shoes (sneakers or hiking boots)
  - ◆ Closed-toe shoes are required for all activities and must be worn at all times. It is important to bring an extra pair of closed-toe shoes in the event of inclement weather
  - ◆ Slippers or footwear without heel straps are only permitted inside Mzinga Lodge
  - ◆ Aqua socks or immersible sandals with a heel strap (optional and highly recommended) for aquatic activities
- Pajamas— Conservative, unrevealing sleepwear is required (tops and bottoms required)

### Work Clothing— Zoo FUNdamentals only

- 5 Pairs of thick boot socks (up to your knees) or tube socks to wear with boots to prevent chaffing/blisters
- Hemmed tan or green khaki pants/shorts (Must have a 5 inch to 7 inch inseam). Jeans are not permitted in zoo work areas. If your shorts are not the appropriate length, you will be asked to change into other shorts/pants.
- Busch Gardens provides rubber boots for campers working in animal areas

## Toiletries

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- Soap
- Shampoo/conditioner
- Tooth Brush
- Tooth paste
- Hair brush
- Deodorant
- Feminine hygiene supplies

## Dorm Supplies

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- One standard combination lock for locker
- One set of linens (regular twin) or sleeping bag
- Blanket and pillow
- Towels & wash cloths
- Shower shoes
- Shower tote
- Beach towels
- Laundry bag

## Suggested Accessories

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- Insect repellent
- Sunscreen (We recommend SPF 30+)
- Hat- for safety, only snug fitted baseball-style or approved safari hats may be worn
- Lanyard strap for glasses/sunglasses
- Camera (separate from smartphone, iPod, or iPad)
- Cell phone (will be available evenings during select times)
- Prepaid credit card for souvenirs
- Photo I.D. for airline travel

## Do not bring

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- Vehicles, roller blades/skates, skateboards, heelys, or bicycles
- Excessive jewelry—Shiny, dangling items are attractive to many animals, whether on a person or dropped on the floor. Therefore, only one pair of either plain hoops, one inch in diameter or less, or simple studs are acceptable earrings. Modest facial piercings are permitted at staff’s discretion. We recommend that campers not wear jewelry while working in the zoo.
- “Dressy” clothes or clothing with suggestive or questionable logos/language
- Flat irons, curling irons or hair dryer
- Valuables (e.g. computers or personal game systems)
- Perishable snacks (e.g. foods that need refrigeration)
- **NO PETS** are allowed on property, so please leave your pets at home and safe.
- Alcohol, tobacco products, illegal drugs or weapons.

# 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, Aquatica, Discovery Cove or SeaWorld, the Health Services team is available and will address your camper's medical needs. Counselors are also 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 at Busch Gardens will be transported to Advent Health Tampa, which is within two miles of Busch Gardens. If at one of the Orlando Parks, they will be transported to Orlando Health Dr. P. Phillips Hospital which is within a mile of SeaWorld, Aquatica or Discovery Cove. 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. Also, please make sure at least one phone number is a U.S.-based phone number.

## 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.

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

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All park guidelines for guests when riding a ride also apply to campers (i.e. height/ weight restrictions, physical limitations, etc). Campers who choose not to participate in this element will be accompanied to another activity by a counselor until the entire group has disembarked the ride.

## Illness

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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

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Camp operations will follow all posted park policies regarding face coverings for Busch Gardens, SeaWorld, Discovery Cove and Aquatica.

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, gloves, protective footgear and scrubs) 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](mailto:education@buschgardens.com) or (813) 987-5808 for any specific questions regarding our face coverings policies or sanitation procedures.

## Covid-19 Protocol

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The following Safety Enhancements have been implemented to Resident Camp Operations:

- Access to the dormitory has been limited to staff and participants only.
- All camp areas, including the dormitory, will be deep cleaned and sanitized at minimum between program sessions. Staff will be on standby to perform additional sanitation if anyone exhibits symptoms during the week.

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 could be related to COVID-19, the following steps will occur:

- Camp staff will escort the camper to our designated isolation area, and provide an opportunity for the camper to rest while they wait for their pick up. Camper will still be under the supervision of Camp and Health Services staff.
- 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 arrangements must be made for the camper to return home within 24 hours of the family being notified.
- If a camper is sent home due to displaying symptoms related to COVID-19, they are only permitted to return 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) or a partial refund for the days of camp missed.

Camp Leadership will also send home a notice to all 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 in any notice or communication. Camp Leadership will directly communicate with any families if it is determined that their camper has come in close contact with an individual that potentially exhibited symptoms related to COVID-19.



# Refunds & Cancellations

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

- Cancellations received six weeks prior to camp will result in a 100% refund.
- Cancellations received three to six weeks prior to camp will result in a 50% refund.
- 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 if 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 can 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. The Busch Gardens Camp Leadership team will work with families to rebook their camper to another camp within the calendar year, pending availability. If rebooking to a different camp is not available, a full refund will be processed. Camp is not cancelled for rain.

# Contact Information

Contact Information	Reason for Contact
<u>Mzinga Lodge (dormitory)</u> (813) 987-5172 <u>Camp Leadership on Duty (text capable)</u> (813) 579-8223	Leave a message for camp staff. Messages are checked at least once a day <ul style="list-style-type: none"> <li>• Reminder for camper to call home</li> <li>• Non-urgent messages for campers or staff</li> </ul>
<u>Emergency Hotline</u> (813) 987-5848	Leave a message, Camp Leadership will be paged and will return your call as soon as possible. <ul style="list-style-type: none"> <li>• Change in imminent travel arrangements</li> <li>• Family Emergencies</li> </ul>
<u>Education Reservations</u> (813) 987-5808	Call our reservations team <ul style="list-style-type: none"> <li>• General Camp Questions</li> <li>• Reservations</li> <li>• CampDoc Questions</li> </ul>
<u>Education Reservations</u> education@buschgardens.com	Send an email to our reservations team <ul style="list-style-type: none"> <li>• General Camp Questions</li> <li>• Reservations</li> <li>• CampDoc Questions</li> </ul>