



Frequently Asked Questions

Q. What perks do Lincoln Park Zoo donors and members receive?

A. All members and donors receive a 15 percent discount on all camp programs.

For summer camp, active Safari-level members and above will be eligible to register early. Please look at lpzoo.org/camps for specific dates and times. Household and Individual members will register with the general public but receive a 15 percent discount. To check your membership status, call the membership hotline at 312-742-2322. Make sure you join, renew or upgrade your membership prior to early registration!

Q. Can I register and then become a Lincoln Park Zoo member later to receive the member discount?

A. No. You must be an active member at time of registration to receive a discounted rate and to be eligible for summer camp early registration. To learn more about becoming a member, renew your membership, or retrieve your membership login information, visit lpzoo.org/membership.

Q. Can I bring an unregistered camper to camp and register them when we arrive?

A. No. Registrations must take place in advance and participants must be of the appropriate age for the program. Lincoln Park Zoo Camps fill quickly, and we cannot accommodate day-of registrations.

Q. Can I register someone else's camper?

A. No. Please be aware that only the legal guardian may register campers. If a camper is registered by someone other than a legal guardian, he or she may be removed from the camp roster.

Q. Can I call to find out whether my camper's friend is in a certain session of camp?

A. No. Due to confidentiality concerns, we cannot provide the names or registration information of other Lincoln Park Zoo Camp participants.

Q. Can I switch groups on the first day of camp?

A. No. We are unable to rearrange group rosters and registrants once the camp week has started. Camp sessions historically fill up and for safety reasons we are unable to have more than the maximum number of campers in each session.

Q. What if I need to cancel my camp registration?

A. Once you register for camp, Lincoln Park Zoo adheres to a strict cancellation and refund policy. If for any reason you need to cancel your registration, you must do so prior to the cancellation deadline. Deadlines are posted on the registration page, on your receipt and at lpzoo.org/camps. Cancellations made prior to the deadline will receive a refund, minus a 12.5 percent processing fee. After the cancellation deadline has past, Lincoln Park Zoo will not be able to offer any refunds for cancelled registrations. If the zoo must cancel a program, full refunds will be issued.

Q. Can I register my younger camper who will be four after the program has begun? (Or my second grader in the third-fourth grade group, etc.?)

A. No. All programs are specifically designed with the age group in mind, and we require campers to enroll with their own age group.

Summer Camps:

Campers attending the PreK-K camps must be 4 years old by the Monday of their first registered camp week. For other classes, your camper must be enrolled in the class that matches the grade they will be entering in fall of that year.

Spring, Winter and Federal Holiday Camps:

Campers attending the PreK-K camps must be 4 years old by the first day of the program. For other groups, your camper must be enrolled in the class that matches the grade they are currently attending.

Selecting the program that is age/grade appropriate for your camper will provide them the best overall experience.

Q. Will caregivers be allowed to stay with their camper(s) while they are in camp?

A. As a general rule, this is not allowed. Camp is designed to encourage interaction among participants of the same age, without caregivers. Due to space limitations, we are unable to accommodate caregivers. Some campers will perhaps experience a brief moment of anxiety, overcome their fears and participate more quickly without a caregiver present. If you think your camper cannot remain in class without you, please consider waiting another year.

Q. Is there first aid on site?

A. All camp instructors are first-aid and CPR certified. There is also an EMT on duty at the zoo's Information Center during all camp programs.

Q. Who do I call if I have an emergency or urgent question?

A. If you have an emergency or an urgent question while your camper is attending camp please call 312-805-3124. All other inquiries, call 312-742-2056.

Q. I am concerned about leaving my camper at camp. What safety measures do you take?

A. Your camper's safety and well-being are our top priority. All our staff must submit to background checks and are trained to work with children. For their safety, we ask that your camper wear his/her camp T-shirt everyday so they can be clearly identified. All camp instructors, camp teen volunteers, and additional camp staff will also wear easily identifiable T-shirts and carry radios to keep in contact with each other. Lincoln Park Zoo has an EMT on grounds during all camp programs in case of any medical concerns. Camp check-in and check-out procedures are specifically designed with your camper's safety in mind. If you have additional concerns, please feel free to contact us.

Q. Will my camper have direct contact with the animals? Will they be able to work alongside the keepers and vets?

A. Campers will have the opportunity for up-close encounters with some of our small program animals (snakes, lizards, and more). They may have the chance to touch these animal ambassadors. For the safety of all, direct contact with exhibit animals is not possible. All exhibit animal care, including feeding and cleaning, is done by professionally trained zookeepers and/or veterinarians.

Q. What are the expectations for a camper's behavior while they are at camp?

A. Lincoln Park Zoo's camp is all about respect. We expect that all campers will respect themselves, other people, the zoo and nature. Respectful behavior will help to ensure a safe and enjoyable experience for everyone at camp. Campers are expected to be "good citizens" and display proper behavior while at camp. At the beginning of every camp session, each camp group will further discuss the group's expectations for good camp behavior. Parents will be required to sign a Code of Conduct as a part of registration. Lincoln Park Zoo reserves the right to suspend any camper that does not abide by our expectations for good camper behavior.

Q. How does Lincoln Park Zoo Camp staff accommodate campers who identify as diverse learners or who have diverse needs?

A. We work diligently to make reasonable accommodations for campers with diverse needs. Please note that camp is similar to a regular school setting, and staff receives basic training in diversity amongst learners. Parents are asked to provide information regarding camper diverse needs on the online registration form. As necessary, the camp coordinator will communicate with parents prior to camp to discuss a camper's diverse needs and appropriate accommodations. Please contact the Learning Department if you have any questions or concerns prior to registering for Lincoln Park Zoo Camps. We can be reached at 312-742-2056 or camp@lpzoo.org.

Q. Are nuts served as snacks or included in activities at camp?

A. No. Due to the prevalence of tree nut and peanut allergies we ask that parents NOT send campers with anything that contains nuts, peanuts or nut products. This includes, but is not limited to, peanut butter, cookies or baked goods containing peanuts, trail mix, Nutella, or any Nutella-based items, etc. (Note: "soy nut" butter and sunflower seed butter are great alternatives to peanut butter). Nut products will not be included in any Lincoln Park Zoo Camp activities.

Q. What types of snacks are served at Lincoln Park Zoo Camp?

A. We offer one healthy snack per day for each camper. Possible snacks include fruit, pretzels, goldfish crackers, and fruit twists. For those with dietary restrictions, we offer gluten-free, dairy-free, and soy-free alternatives on days when fruit is not served. Parents are encouraged to reach out to zoo staff in advance to discuss specific needs.

We hope we answered all your questions about Lincoln Park Zoo Camps! Contact our Learning Department with additional questions at 312-742-2056 or camp@lpzoo.org.