



2021 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 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. The following enhanced safety measures have been incorporated into our Summer Camp operations:

- Health pre-screenings are required for both campers and staff prior to the start of camp.
- Face coverings required at all times for both campers and staff.
- Daily temperature screenings conducted for both campers and staff prior to check in. For the safety and well-being of others in camp, those running a temperature higher than 100.4 degrees cannot attend.
- Group sizes have been lowered and grade groups are kept separate from each other to increase physical distancing.
- Increased access to hand washing and hand sanitizer stations, especially at check-in, before meals and after restroom use.
- Modified arrival and dismissal procedures to practice physical distancing.
- Significant disinfecting of supplies and activity areas throughout the day.
- Enhanced staff training.

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 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.

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

Health Prescreen (Self Screen)

This year, CampDoc.com will include a pre-screen self evaluation that all campers will be required to fill out daily starting three days prior to the start of their program. This self evaluation will include questions confirming that the participant is not experiencing any new symptoms related to COVID-19.

Sample questions could be:

- Do you have a fever 100.4 or higher?
- Have you recently had any respiratory infection, cough, shortness of breath and/or low-grade fever?
- In the previous 14 days, have you had any contact with someone with a confirmed diagnosis of COVID-19; is under investigation for COVID-19, or is ill with a respiratory illness? If yes, were you wearing the appropriate personal protective equipment?
- In the previous 14 days, have you traveled internationally to countries with widespread, sustained community transmission?

Arrival

Monday Morning

On Monday morning, check-in begins at 8:00 a.m. and lasts until approximately 8:30 a.m. Please arrive with plenty of time, as we have incorporated enhanced safety features at check-in.

We recommend limiting the people arriving to only the camper(s) and their parent/guardian when possible. Each person (camper, parent/guardian, siblings) arriving in the vehicle will receive a temperature check at the security check point. Should anyone in the vehicle (including campers, parent/guardians, siblings) fail a temperature check (temperature reading higher than 100.4 degrees), they will be allowed to wait up to ten minutes in a cool location and have their temperature read a second time. If the individual fails the second reading, they will not be permitted to pass the security check point.

If a member of your party fails the temperature check and you are not permitted to go through the security check point, please call the Camp Leader on Duty phone, (813) 600-0178 to discuss next steps.

After parking your vehicle, please proceed to the check-in table and follow any instructions given to ensure physical distancing. Families will be expected to wear face coverings and maintain at least 6 feet of space from people not in the same household while in the queue.

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. Each person (camper, parent/guardian, siblings) arriving in the vehicle will receive a temperature check at the security check point. Should anyone in the vehicle (including campers, parent/guardians, siblings) fail a temperature check (temperature reading higher than 100.4 degrees), they will be allowed to wait up to ten minutes in a cool location and have their temperature read a second time. If the individual fails the second reading, they will not be permitted to pass the security check point.

If a member of your party fails the temperature check and you are not permitted to go through the security check point, please call the Camp Leader on Duty phone, (813) 600-0178 to discuss next steps.

Upon arrival each day, please park your car and walk your camper(s) to the Check-in table and sign them in. Make sure to arrive with plenty of time to allow for our enhanced safety features at check-in. Please follow any instructions given to ensure physical distancing. Families will be expected to wear face coverings and to maintain at least 6 feet of space from people not in the same household while in the queue. 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.

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.

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. Each person (camper, parent/guardian, siblings) arriving in the vehicle will receive a temperature check at the security check point. Should anyone in the vehicle (including campers, parent/guardians, siblings) fail a temperature check (temperature reading higher than 100.4 degrees), they will be allowed to wait up to ten minutes in a cool location and have their temperature read a second time. If the individual fails the second reading, they will not be permitted to pass the security check point.

If a member of your party fails the temperature check and you are not permitted to go through the security check point, please call the Camp Leader on Duty phone, (813) 600-0178 to discuss next steps.

Upon arrival, please park your car and proceed to the pick-up area. Please follow any instructions given to ensure physical distancing. Families will be expected wear face coverings and to maintain at least 6 feet of space from people not in the same household while in the queue.

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

Busch Gardens has made the difficult decision to **not** offer Extended Care as an option for our 2021 season. All campers must be picked up by the end of dismissal at 3:30pm.

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.

After-Camp Park Admission

After camp concludes each day, Day Camp participants may be readmitted to the park at no additional charge (only valid for Busch Gardens Tampa).

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.

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.

To help us ensure that your child is ready to be picked up at the appropriate time, or if you have an emergency after camp begins, please call the Camp Leader On Duty 20 minutes prior to your arrival at (813) 600-0178.

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

Animal All-Stars

Big, small, short and tall - kids will discover how their favorite animals measure up at Busch Gardens. Campers will search for animal opposites from fastest to slowest and biggest to smallest. Throughout the week, kids will discover how each species uses their adaptive advantages to be all-stars of the animal 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



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! Kids will marvel at the super abilities of animals and become a Zoo Hero for wildlife!

Camp-o-Meter



Super Sleuths

Send your curious child on an unforgettable adventure as an honorary investigator. Campers are on the case to solve the ultimate Busch Gardens' mystery by searching for evidence and deciphering clues to catch a culprit.

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 Explorers

Explorers will use their senses to navigate through the park to learn about the animal residents at Busch Gardens. Through behind-the-scenes interactions and up-close encounters, they will find out how animals perceive the world around them and how they use their sensory systems to survive.

Camp-o-Meter



7th & 8th Grade

Thrill Seekers

Ever wonder what makes our park so thrilling? Join us for a week of fast-paced challenges and competition, as you travel through the world of Busch Gardens! Explore diverse habitats, unique animals, exciting shows, and thrilling rides, while working with your team to complete tasks, decipher clues, and unravel riddles!

Camp-o-Meter



Junior Zookeepers

Calling all animal enthusiasts! Find out what it's like to be a zookeeper: fun, rewarding, and messy! Campers will get a glimpse into the professional world of animal care as they learn about animal nutrition, watch animal training sessions and meet zookeepers and veterinary staff throughout the week!

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

Face Coverings

According to the Center for Disease Control, face coverings are meant to protect other people in case the wearer is unknowingly infected with COVID-19 but does not have symptoms. Their use is most essential in times when physical distancing is difficult.

Camp operations will follow all posted park policies regarding face coverings for Busch Gardens and Adventure Island. Within our Busch Gardens Camp settings face coverings are required to be worn universally by staff and campers.

Campers will be given “face covering breaks” and permitted to remove their face coverings throughout the day when either of the following conditions are met:

- When the group is outdoors and can easily exceed the physical distancing guideline by being more than 6 feet apart.
- There is a secondary barrier between campers.

Face Covering Requirements

Campers should wear one face covering and have a second one in a sealed plastic bag handy each day in case the first becomes wet or otherwise soiled during the day. Face coverings can be disposable or reusable, and must be camp appropriate. Reusable face coverings should be identified by the camper’s name or initials.

While wearing face coverings, campers should avoid touching their face and the face covering as much as possible. Face coverings should only be put on, taken off, and handled with clean hands.

At no time are face coverings permitted to be shared by anyone. Busch Gardens Camp will keep a stock of disposable face coverings and provide one to any camper, in case theirs becomes lost, broken, or soiled.



*We recommend that face coverings be at least two-ply (consist of at least 2 layers).

Physical Distancing and Cleaning

Physical Distancing

Physical distancing can allow individuals to safely interact with others.

Busch Gardens Camps will employ the following measures to increase physical distancing throughout its programming:

- Increased spacing
- Smaller group sizes
- Limiting mixing between groups
- Staggered scheduling of program activities

We have reduced our capacity in able to ensure physical distancing will be incorporated in all aspects of camp. This will include, classroom and park activities, animal encounters, lunch, behind the scene experiences, arrival and dismissal. Campers will be spaced 6 feet apart when possible.

Cleaning and Sanitation

To protect the health and safety of our campers and staff, we will significantly increase the frequency of cleaning for all key areas of the camp operations, including activity and lunch areas. We have also increased the number of hand sanitization stations, especially in high-contact areas.

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.

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) 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. Close contact is defined as being within 6 feet of an infected person for 15 minutes or more over a 24 hour period within 2 days before illness onset.

Dining and Shopping

Lunch

Campers are required to bring their own lunch each day. This will allow each grade level to dine in a different location and assure they are physically distant from other grade levels. In an effort to reduce touch points, campers will carry their lunches to and from the Welcome Tent to their lunch area and lunches will be stored in individual cubbies. 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 cubbies 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