

MEMPHIS ZOO EDZOOICATION PROGRAM POLICIES

HOMESCHOOL WORKSHOP PROGRAM

RESERVATION AND CANCELLATION POLICY

- Full payment is required at time of reservation. Your reservation is not confirmed until we have received full payment.
- Cancellations made **prior to one (1) week** before the event will forfeit 50% of the program cost.
- Cancellations made **within one (1) week** of the event will not receive a refund.
- **No-shows** will not receive a refund.
- The Memphis Zoo reserves the right to cancel a class that does not fill or to reschedule due to inclement weather. There will be no refunds if you cannot attend the rescheduled class.

CHILD ILLNESS POLICY

No child should be brought to the Memphis Zoo who is visibly ill, or who has not been free from a contagious illness, rash or fever for at least 24 hours. Any child that has been treated by a physician while participating in Zoo programs should provide a clearance letter from the physician for the child to continue or begin the program. Any child with symptoms such as green mucus (unless allergy related), raspy cough, fever, undiagnosed rash or diarrhea will be asked to be taken home until he or she recovers.

If a child becomes ill while at the Zoo, the staff will take all measures to comfort the child while reaching a parent or emergency contact. Any ill child waiting to be picked up will remain in the Education office until they are picked up by an authorized adult. The Memphis Zoo is not a suitable environment for sick children and the health of all the children is our first priority. Working parents should have a contingency plan for care to avoid conflicts when their children are sick. We hope that employers acknowledge the importance of parents being able to care for their sick children. If necessary, we will write a note to take to your employer.

Please report all communicable illnesses such as chicken pox, rashes, measles, lice, worms, strep throat, pink eye, etc., to the Education office immediately. As a preventive measure we always issue a health alert when any communicable illness is reported.

Medicine can be administered only by an Education staff member if the child has clearance by a physician to be in a Zoo setting. All medicine should be brought to the teacher clearly labeled with name, dosage, and time of administration in the original container. The Parental Consent and Medical Release Form giving permission to administer medication must be filled out, signed, and dated. A new form must be completed weekly.

Allergies are common among young children. If your child has an allergy (i.e., food - including nuts and seeds, plant, animal, stinging insects) please discuss it with the Zoo staff. We will take appropriate precautions to protect your child's health but all allergies must be listed on the medical release form including severity of allergy. For example, nut allergy: what type of nut? May the child be in the room with nuts or is the allergy so severe the room should be free of nuts? Some classes may have a classroom visit from a parrot that eats nuts/seeds. We could also be using larger nuts for crafts, and therefore we need to plan accordingly.

Sunscreen and insect repellent should be applied at home as our teachers are not allowed to apply them directly to the children.

In case of emergency while your child is at the Zoo, you may reach the Memphis Zoo at (901) 333-6500. Press "0" and ask the receptionist to contact the Education Department. You may also leave a message for the Education Department at (901) 333-6600.

DISCIPLINE POLICY

It is important that every child have a fun and educational time at the Memphis Zoo. As such, our rules are reviewed with the campers at the beginning of each program. The Education staff will use a three strike policy; these rules are below for your information. Initially a verbal warning in class will be given followed by these three progressive modes of handling behavior challenges:

First step: The first offense will include a time-out where the child will sit out of an activity (keeper chat, animal visit, etc.).

Second step: The second offense will include a visit to the office and a phone call to the parent/guardian. We are happy to discuss with the parent/guardian any form of behavior modification they may suggest and welcome the parent to talk with the child over the phone as well.

Third step: The third offense will involve a phone call to the parent/guardian asking them to pick up their child(ren). If a child is asked to leave a Zoo Education class due to behavior, there will be no refund for that particular class.

Education Department General Guidelines:

1. Remain quiet and respectful when others are talking. Please raise your hand and wait to be called on by the teacher.
2. Keep hands, feet, and all other objects to yourself at all times.
3. No Heelies shoes or electronics allowed.
4. Please pick up after yourself.
5. Do not leave the room without an adult.
6. No running on Zoo grounds.
7. Do not cross the Nile River without an adult.
8. Follow all instructions from your teacher or aides during class instruction or on grounds tours – do not leave your group.
9. During animal visits you must remain seated and still.
10. Following these rules will insure everyone has a great time at the Zoo!

INCLEMENT WEATHER POLICY

In case of inclement weather or if Memphis City Schools close, Memphis Zoo Education programs will be cancelled. Please call our Education information line for the most up to date information regarding closings: **(901) 333-6600**.