



Wild tails Campsite

Family Overnight Camping Handbook

Program Information

Your overnight experience includes the following:

- Individual campsite reserved for your family for the night (bring your own tent and camping equipment)
- Self-guided exploration of the Zoo on the night of your stay, including late night access to the African Savanna and Canadian Domain regions until 11:00 pm!
- Dinner, including cash bar (your choice of hot dog, hamburger, or Beyond Meat® burger, one side, dessert, and a soft drink)
- Light breakfast snack
- Opportunity to enhance your experience with bat detector rental and Terra Lumina, beginning August 14 (additional fees apply)
- Zoo admission and parking during the overnight, from 4:30 pm on the night of your stay until 9:00 am the following morning. Admission tickets and parking to visit the Zoo the day of or the day after your overnight can be purchased at <http://www.torontozoo.com/welcomeback>

Itinerary

Itinerary subject to change without notice due to weather and/or operational concerns

Time	Activities
4:30 PM – 5:00 PM	Arrive at the Toronto Zoo, Operations Complex (361A Old Finch Avenue, Toronto, ON) for escort to campsite Provide signed participant waivers (one per camper) to staff <i>Note: Last escort to campsite will occur at 5:30 PM. Late arrivals cannot be accommodated.</i>
5:00 PM	Campsite set-up. Campsite has 18 sites in an open area. Each site is approx. 30' x 30'
5:00 PM-7:00 PM	Self-guided Zoo exploration Enjoy free time at your campsite
6:00 PM-8:00 PM	Dinner available at Simba Safari Lodge Restaurant overlooking the white rhino and Grevy's zebra habitat. Your pre-ordered meal will be prepared when you arrive at the Restaurant
7:00 PM – 11:00 PM	Exclusive after-hours access to our African Savanna & Canadian Domain regions Enjoy free time at your campsite. *Campfires are not permitted Animal artifacts available to explore at your campsite Opportunity to experience the Terra Lumina Night Walk (available beginning August 14, pre-booking required and extra fees apply) Opportunity to rent a bat detector (extra fees apply)

11:00 PM	Quiet hours begin
NEXT DAY	
7:00 AM –	Early morning wake-up call
8:00 AM	Light breakfast snack served Pack up campsite
8:00 AM –	Vehicles escorted back to Zoo exit
9:00 AM	Overnight camping experience ends

(On August 6 and 8 self-guided exploration of the Zoo is extended until 9:00 PM and exclusive access to the African Savanna and Canadian Domain begins at 9:00 PM. All other itinerary times remain the same)

**Family Overnight Camping takes place rain or shine. Program content and times, however, may change due to altering day lengths, unforeseen animal situations, and weather conditions. In the event of program changes, we will always do our best to maintain the integrity of the experience.*

Waivers

IMPORTANT INFORMATION RE: WAIVERS TO BE COMPLETED

A participant waiver for each participant must be printed, completed, and provided to staff when you check in for your Wild Tails Campsite Family Overnight Camping stay.

All participants, including adults and children, must complete a participant waiver.
Any individual who does not sign a waiver will not be admitted.

Camper Checklist

This experience is entirely outdoors so please be prepared for all types of weather, including high temperatures or rain. Please dress appropriately for the weather. Please ensure that all personal items are labelled.

Checklist of what to bring:

- Tent(s) (sorry, no trailers or RVs) – all tents you bring must fit on your 30'x30' site
- Tent pegs and any tools required to install tent(s)
- Sleeping bags, sleeping mats, pillows
- Toiletries (public washroom facilities available, no shower facilities available)
- Sunscreen, bug repellent
- Reusable water bottle (water refill station available at the campsite)
- Flashlights/lanterns
- Dining tent (optional)
- Camp chairs (each site also has one picnic table)
- Folding tables (optional)
- Extra snacks and drinks (alcohol is not permitted; a cash bar will be available between 6:00 pm – 8:00 pm at the restaurant). It is highly recommended that food be stored in a secure storage container (e.g. cooler) and placed in your vehicle overnight to discourage wildlife from entering your tent)

- Clothing for the next day
- Weather appropriate layers such as rain coats, extra blankets, extra socks, and footwear
- Campsite toys and games (Frisbees and balls are permitted on the campsite only)
- Face coverings are mandatory for persons 2+ who are medically capable while indoors, and at certain outdoor animal viewing areas.
- Wagon/stroller (if applicable)

Leave at home:

- Trailer/RV (tent camping only)
- Tarps for rain cover, hammocks, or other items that require trees for hanging as there are not sufficient trees
- Firewood or fire bowls. Campsites do not have individual fire pits
- Camp stoves or barbecues
- Tobacco and cannabis products. Smoking or vaping is not permitted.
- Axes, hatchets, knives
- Pets
- Valuables (money/jewelry)
- Non-battery powered lanterns
- Bicycles/scooters

Please refer to the Toronto Zoo's By-Laws for further information on items restricted on site. Please [click here](#).

Please leave all valuables at home as the Toronto Zoo is not responsible for valuables and/or personal property that is lost, stolen, or damaged.

Refunds, Transfers, and Cancellation Policy

All requests for refunds, transfers, or cancellations must be received in writing to programs@torontozoo.ca. Submission of a request does not guarantee that your request or refund will be granted.

Your Request	Camp Requirement	Refund Details/Fee Required
Refund request more than 48 hours prior to the date of your stay	Written request via email	100% refund minus \$13.27 + HST administration fee
Refund request received 48 hours or less prior to the date of your stay	Written request via email	100% refund minus \$13.27 + HST administration fee and a fee of \$18.37 + HST per person for committed catering costs
Late arrivals, early withdrawals, or missed camping dates		No refund
Any changes to your camping date	Written request via email received more than 48 hours prior to the start of your camping date.	Administrative fee of \$13.27 + HST

	Subject to availability	
	Written request via email received 48 hours or less prior to the start of your camp date.	\$13.27 + HST administration fee and \$18.37 + HST per person for committed catering costs
	Subject to availability	

Wait Lists

We maintain a wait list for each available date of camping that becomes full. Being on the wait list does NOT guarantee that a spot will become available. We will only contact you if a spot becomes available. Please contact us within 48 hours of being notified regarding space availability.

To add your name to a wait list(s), log onto your online portal and wait list any dates you would like. If you decide that you are no longer interested in being on the wait list, please contact us at programs@torontozoo.ca.

Arrivals and Departures

Check in/entry and check out/exit takes place at the Toronto Zoo's Operations Complex Parking Area at 361A Old Finch Ave. Please arrive at Gate E of the Parking Area between 4:30 pm and 5:15 pm and look for the welcome sign on the east end of the Parking Area to check in. Staff will meet you there and verify your booking. Your vehicle will be escorted to our on-site camping location by Zoo staff. The last escort to site will take place at 5:30 pm. Late arrivals cannot be accommodated.

The next morning your vehicle will be escorted back to the Operations Complex between 8:00 am and 9:00 am. Early departures cannot be accommodated.

Camp Hours

Wild Tails Campsite Family Overnight Camping runs from 4:30 pm to 9:00 am the next morning.

Early Departures or Late Arrivals

Due to the nature of the program, early departures or late arrivals cannot be accommodated. In the event that you encounter unforeseen delays on your way to the Zoo (e.g. traffic jam), please call our Control Office to notify us at 416-392-5901.

Directions

Directions to Operations Complex Parking Area (from the South)

- Follow Meadowvale Road north, passing the Main Entrance of the Zoo to Old Finch Ave.
- Turn LEFT (west) at the stop sign onto Old Finch Ave.
- Turn LEFT (south) into the Administrative/Support Centre Parking Area



Site Rules & Regulations

To ensure you and your fellow campers have a safe and fun stay, please adhere to the following rules and regulations:

- Campers must remain on the campsite between 11:00 PM and their departure the next day
- No excessive noise during quiet hours: 11:00 PM - 7:00 AM
- Check-out time is from 8:00 AM to 9:00 AM. Pack up your campsite by 9:00 AM, prior to the final escort to the Zoo exit
- All children under the age of 18 must be accompanied by an adult (age 18 +) who is considered the guardian of that child
- Campsites are for tent camping only. Trailers and RVs are not permitted
- Campers may consume their own food on their campsite however, we strongly recommend that all food items and food storage containers (e.g. coolers, lunch bags) are locked in your vehicle overnight to discourage any unwelcome wildlife to your campsite.
- Wild Tails Campsite is an allergen-aware site. Please do not consume products containing nuts. The Zoo itself is not a nut-free facility so if you have allergies, please exercise caution

- Driving of personal vehicles on the Toronto Zoo site is strictly prohibited without a staff escort and will only be permitted for the purposes of traveling to and from the campsite
- Respect the environment. Keep your campsite clean and deposit all garbage and recycling in the containers provided
- Balls, Frisbees, and similar toys are for use on your own campsite or the common areas of the campsite only and are not permitted elsewhere on Zoo grounds
- Flashlights and battery powered lanterns are to be used with caution around animal exhibits. Please do not shine lights into animal exhibits
- Toronto Zoo Safety & Security Staff are trained and certified in First Aid and CPR. As well, there is a nurse on-site during Zoo operating hours. If you fall ill while camping, we will do everything we can to attend to your well-being
- Toronto Zoo has the right to request campers leave the site if their actions are in conflict with the Zoo's Mission of "Connecting people, animals, and conservation science to fight extinction"

Restricted Activities

- No smoking or vaping tobacco, cannabis, or any other substance on Zoo Property
- No alcohol on the Wild Tails Campsite. Alcohol is available for sale in licensed areas
- No cooking or campfires permitted
- No use of bells or whistles on the Zoo site
- No balloons, confetti, uncooked rice, or drinking straws as they are a choking hazard for Zoo animals

COVID-19 Safety Measures

- Maintain 2 metres (6ft) of distance between you and other guests
- Face coverings are mandatory for persons 2+ who are medically capable while indoors and at specified outdoor animal viewing areas.
- Wash your hands often for at least 20 seconds with warm soapy water or use alcohol-based hand sanitizer (dispensers available throughout the Zoo site)
- Practice cough and sneeze etiquette by using a tissue or using the bend in your arm
- Each family/group will be assigned their own campsite, physically separated from the campsites of others
- Two shared family washrooms will be available for use throughout your stay. One family is permitted in each washroom at a time. Washrooms will be cleaned regularly
- A hand sanitizing station is available at the campsite. Hand sanitizing stations are also located throughout the Zoo
- PLEASE, do not enter the Toronto Zoo if:
 - You are ill or experiencing any one of the following symptoms of COVID-19. These include: fever, new or worsening cough, shortness of breath, runny nose (not related to allergies), sore throat, loss of taste or smell, nausea, vomiting, diarrhea, or difficulty swallowing
 - You have been exposed to someone who has been diagnosed with or has symptoms of COVID-19
 - You or someone in your household has traveled internationally in the past 14 days

Severe weather

If severe weather should occur during your stay, staff will adjust schedules and make appropriate arrangements to ensure the comfort and safety of all participants. If the weather is considered unsafe due to forces such as lightning, extremely heavy rains or winds, Safety & Security staff will decide if the evening will be cancelled. In the event that the Toronto Zoo cancels the program due to extreme weather, a full refund will be issued.

If severe weather is in the forecast and you wish to cancel or re-book your stay, our regular refunds, transfers, and cancellation policy applies (see above).

Menu

Dinner and a breakfast snack are provided during your stay at the campsite. If you have any concerns regarding food allergies please contact us. It is very important to communicate food allergy information to us so that we can plan the camping meals accordingly. *Menu below subject to change without notice.*

Please note: Any food allergies that are not reported at least 48 hours in advance cannot be accommodated.

Dinner

- Choice of hot dog, hamburger, or Beyond Meat® burger
- Sides choice of Lays chips, potato salad, or coleslaw
- Can of pop, juice, or water
- A cash bar is available during dinner service

Dessert

- Super Lolly *peanut, dairy, & gluten free
- Chapman ice cream sandwich *peanut free

Light Breakfast Snack

- Choice of coffee, tea, or juice
- Granola bar

Meals for Restricted Diets

Gluten- free:

- Grilled chicken on leaf lettuce with chickpeas, black beans, green peppers, cucumber, and tomato

Vegan:

- Salad with leaf lettuce, chickpeas, black beans, green peppers, cucumber, tomato

A menu ingredient list can be obtained from our food service provider, Compass Foods Canada. If you have questions about the ingredient list of any menu products, allergies, or substitutions, please email TOZoo.catering@compass-canada.com

Additional foods/snacks

While you are welcome to bring additional food items, please be aware that they attract raccoons and other wildlife to the site and your tent. Wild Tails Campsite is an allergen aware site, therefore we request that you do not bring products containing nuts / traces of nuts due to the severe allergies of some of our campers. The Zoo itself is not a nut or peanut-free environment as there are nuts in some of the food that is sold here as well as in the diets prepared for the animals.

Facilities Available

The following facilities are available at the Wild Tails Campsite:

- Two shared family washrooms (for COVID-19 safety, limit of one family per washroom at a time; washrooms are cleaned frequently)
- Water bottle refill station
- Limited electrical sites are available. Pre-booking is required. Additional fee applies
- Shower facilities are NOT available and outdoor shower devices are not permitted
- Camp stoves, barbecues, and fire pits are not permitted

Lighting at night

There is limited lighting at night. Please bring flashlights and/or battery-operated lanterns for activities that occur after dusk. There is lighting at the washroom facilities.

Terms of Service

1. Individuals completing online registrations must be 18 years or older. The registrant is responsible for any inaccuracies and/or omissions made during registration.
2. The registrant and all participants must read and abide by all procedures, guidelines, rules, and regulations outlined in the Wild Tails Campsite Family Overnight Camping Information Handbook available on our website and abide by all [Zoo By-Laws](#).
3. Toronto Zoo reserves the right to cancel any booking. Should this occur, participants will be notified and a full refund will be issued. It is vital that participants provide contact information (phone number and/or email address) where they can be reached during the day, in the evening, or on weekends. We will not accept responsibility for those we cannot contact.
4. All registrations will be reviewed for accuracy. The submission of a registration does not guarantee your reservation of a campsite(s). Notification that your purchase has been received by the Toronto Zoo will be sent to the email address of the person who logged in to complete the transaction (either "Parent 1" or "Parent 2"). All follow-up communication will be sent to the email addresses listed "Parent 1" and "Parent 2" (if applicable). Toronto Zoo reserves the right to charge the credit card on file should the number of participants present exceed the pre-booked campsite selection.
5. Toronto Zoo is not responsible for any valuables or personal property that is lost, stolen, and/or damaged while in attendance at the Wild Tails Campsite Family Overnight Camping. It is highly advised that participants leave all valuables at home, including, but not limited to

cell phones, iPads/tablets, gaming or personal listening devices, large sums of cash, and beloved toys. All persons entering the property, grounds, and facilities do so entirely at their own risk and choose to do so under these conditions. No liability for loss, injury, or damage will be accepted. The Toronto Zoo, the City of Toronto, and the Toronto and Region Conservation Authority are not responsible for damage to vehicles.

6. The Family Campsite experience takes place rain or shine. Program content and times are subject to change due to unforeseen animal situations and/or weather conditions. In the event of changes, we will always do our best to maintain the integrity of the experience. In the event of extreme weather conditions programs may be adjusted, postponed, or cancelled.
7. Participants shall not release or permit the release of balloons, confetti, rice, or any other material or use whistles or bells while on the Zoo site. No drinking straws shall be allowed at the campsite. No cooking or campfires allowed on the campsite at any time.
8. It is the responsibility of all participants to be environmentally responsible in an effort to ensure that everything necessary is done to promote respect for the environment by keeping the related function space clean. Participants are required to handle all garbage and disposable materials in an appropriate manner by placing garbage in proper disposal bins, as items left loose may attract unwanted animals. Separation of recyclables should also be encouraged and items may be placed in appropriate recycling bins. The Zoo provides appropriate garbage and recycle containers at the function site.
9. The activities occurring on site must not disrupt regular Zoo Operations or disturb the welfare of animals and wildlife on Zoo site. This includes, but is not limited to, the use of loud speakers, shining flashlights into animal exhibits, and traversing the Zoo site after 11:00 pm on the night of the booking.
10. The Toronto Zoo shall have the sole right to request participants to leave the site in the event that the participant's activities are in conflict with, or in direct contravention of, the Zoo's Core Values and Mission of "CONNECTING PEOPLE, ANIMALS, AND CONSERVATION SCIENCE TO FIGHT EXTINCTION".

TRANSFERS, CANCELLATIONS, REFUNDS, & DISCOUNTS

1. Registrants must read, understand, and agree to all transfer, cancellation, and refund policies.
2. All requests for refunds, cancellations, or transfers must be received in writing to programs@torontozoo.ca. Submitting a request does not guarantee that your request or refund will be granted.
3. Cancellations received more than 48 hours prior to the date of the campsite booking will receive a 100% refund, minus a \$13.27 +HST administrative fee. Cancellations received 48 hours or less prior to the date of the campsite booking will receive a 100% refund, minus a \$13.27 +HST administrative fee and \$18.37 +HST per person for committed catering costs.
4. Requests to transfer the date of a booking are subject to availability. A \$13.27 +HST administrative fee will apply.
5. Each online registration will be reviewed and invalid discounts and/or program selections will be amended/cancelled and any outstanding charges applied.
6. Toronto Zoo Members receive discounts when registering for many of the camps, education programs, activities, and events. Membership must be valid at time of registration to be eligible for the discount.

CONSUMER IMAGE POLICY AND GUEST AWARENESS

During your visit, you may be filmed, taped or photographed by or on behalf of the Toronto Zoo. Your admission to the Zoo, attendance to any event, and/or registration in the camp/education program/activity serves as your permission to use, record, reproduce, broadcast, sell, and distribute all for any purpose any photographs, video, digital, audio, or other recordings of you or any participants that may be made at the Toronto Zoo before, during, or after any visit, event, or camp/education program.

The commercial use of photographs, videos and film images of the Toronto Zoo is strictly prohibited without the full written consent of the Zoo.

PRIVACY

The Zoo is committed to the security of your personal information.

When you submit a registration, we collect certain personal information from you to effectively process your booking. The personal information on your registration form is collected under the authority of the City of Toronto Act, 2006, s. 409. The information is used to process your application for program participation, the registration of individuals in programs, payment of fees, collection of outstanding fee amounts, aggregate statistical reporting, contacting clients regarding upcoming programs, and additional mailings, including newsletters, surveys, email notifications, and receipt transactions, in compliance with Canada's Anti-Spam Legislation. We collect personal information about program participants and their families through registration and medical forms. All information is collected and stored securely. Personal information can only be communicated to "Parent 1" and "Parent 2" identified on the online booking. We treat all of your personal information as highly confidential and do not sell or solicit our database information.

In order to process an order for goods efficiently, the Zoo passes on your personal information to reputable third-party banking institutions who handle our online payment transactions. They receive the information needed to verify and authorize your payment card and to process your order. These organizations are under strict legal and contractual obligations to keep your personal information private.

The Zoo will not otherwise provide any of the personal information that you give to us to any third party, unless authorized.

WAIVER/INDEMNITY

Booking for the Family Campsite requires each and every participant to sign a separate Waiver/Indemnity prior to participation in the program. In the event of an emergency, the parent/legal guardian is giving the Zoo full authorization to secure medical care for all minor participants.