

## Lincoln Park Zoo Camp Programs Registration Tips and Tricks:

- *Pro tip:* This registration system is best viewed and utilized on a PC or other larger-screened tablets though is usable on other devices. Lincoln Park Zoo camp is popular; space fills up very quickly. Having a camp program in your shopping cart does not guarantee the space will be available at time of payment due to popularity.
- *Camper grade:* Register children according to their current grade with the exception of summer camp when they are to be registered according to their rising grade in the fall. Campers must be registered by a legal guardian or are at risk of having camp cancelled and refunded less a processing fee. Campers must be 4 years old before camp start date.
- *Camp system user logon required:* Log into the camp registration system if profile has been previously created; otherwise, create a user profile following prompts. If unsure if you have a profile, click "Need Help Logging On" and enter your email address. If there is a profile associated with your email address, a password reset link will be emailed to you. If the system does not recognize your email address, go back one screen and select to create a profile - *do not complete the short form screen that requests information in order to help find a profile*. As an alternative, you may email [camp@lpzoo.org](mailto:camp@lpzoo.org) or call 312-742-2056 to request your logon ID and password be sent to you.
- *Friends in same camp group:* You and your child's friend's legal guardian can each separately register them in the same camp group by selecting the same dates and same animal group on the camp session selection page as long as the friends are in the same camp grade group corresponding to their rising school grade in the fall. If no animal group is noted, only one group is scheduled and campers will be in the same group by default. Campers must be registered by their legal guardian. Space availability for friends wishing to register in the same camp group cannot be guaranteed.
- *Needed information:* Please be prepared to include camper birth date and health information, two emergency contact full names and phone numbers, full names of additional adults approved to pick up your camper, and, for zoo members, an active zoo member ID number found on your member card. Membership benefits are only for those who reside in the member's household.
- *Sold-out Camps/Waitlists:* If a camp program is sold-out, you will automatically be placed on a waitlist at no program cost; if other items were noted on the form, there will be a charge, so it is recommended to wait to add these only if released from a waitlist. On camp selection page the word "waitlisted" will be indicated in the Status column; this will be noted in your shopping cart as well. If a spot opens, it is offered to campers in order of waitlist placement date via an automated email. Payment will be due within 48 hours of email notification timestamp. Lincoln Park Zoo is not responsible for unread notifications or notifications placed in spam folders.
- *Notes throughout:* While completing registration, please take note of the helpful **blue notes** on select screens.
- *Shopping Cart review:* **Review your shopping cart details before making payment** to confirm children names match appropriate grade group and are registered for intended dates. If an error is noted, select "edit" next to camper name on the shopping cart page. Immediately after payment, you will receive a confirmation receipt via email which is your assurance the registration went through. Scroll down this receipt for helpful information highlighted in yellow.