

2020 SCOUTING THE ZOO

## Frequently Asked Questions (FAQs)

**Why would I need to include numbers of participants if I'm not needing to purchase tickets and they are not going to participate in program?**

A: We'd like to get an accurate count of all attendees that are connected with the event for tracking and insurance reasons. So, even a family member, with a zoo pass, who doesn't want a patch or food, should still be counted as they wouldn't likely have been at the zoo without their connection to the Scouting program.

**I'm a Cub Scout leader, can my pack camp overnight?**

A: Unfortunately, not as a pack, no. Only those packs that attended the Cub camping kick-off meeting in January, completed an application and were subsequently selected for the program are allowed to camp as a pack. Webelos and Arrow of Light Scouts are permitted to camp with a participating troop if the troop invites them, but no other Cub Scouts or siblings are allowed to camp overnight with a troop.

**Can I add people past the registration deadline?**

A: There are some circumstances where this will be ok. E-mail [ScoutingTheZoo@gmail.com](mailto:ScoutingTheZoo@gmail.com) to request the additions before paying for them so that we can record accurate additions if allowed.

**I'm from a Scouts BSA or Venturing unit and I missed the campsite lottery, can my unit still camp?**

A: Yes, as long as there is camping space, troops and crews are not required to be at the lottery meeting. Simply e-mail your interest in camping, along with an educated guess on number of campers to [ScoutingTheZoo@gmail.com](mailto:ScoutingTheZoo@gmail.com) to begin the process of campsite selection. Open campsite areas can be found online by going to [www.ThreeHarborsScouting.org/ScoutingTheZoo](http://www.ThreeHarborsScouting.org/ScoutingTheZoo) and selecting the appropriate link on the right side panel.

**Where can I find which camping spots are still open?**

A: Open campsite areas can be found online by going to [www.ThreeHarborsScouting.org/ScoutingTheZoo](http://www.ThreeHarborsScouting.org/ScoutingTheZoo) and selecting the appropriate link on the right side panel.

**I'm trying to register online but the discount codes aren't working.**

A: This is likely because you are attempting to register outside the discount code windows. Discounts are only permitted during the timeframes specified in the event guide. If it's not working and you are within the proper window, please check the spelling of the code and then e-mail [ScoutingTheZoo@gmail.com](mailto:ScoutingTheZoo@gmail.com).

**We've registered for the event, when will I get my tickets and wristbands?**

A: We utilize digital tickets (QR codes) for this event. They should arrive beginning in May and will be sent to the person who placed the order. Each order will be provided one QR code for admission and one QR code for parking and it will scan the appropriate number of times as per the registration. If you haven't received your tickets by September 2, 2020, please e-mail [ScoutingTheZoo@gmail.com](mailto:ScoutingTheZoo@gmail.com) for inquiries. Wristbands will be handed out at the Friday night leader's meeting (troops and crews) or during check-in on Saturday (packs and day units).

**I have my QR codes from my order, what do I do with them now?**

A: That is up to how your unit decided how to handle ticket distribution. You can e-mail the QR codes to all your families or some units still want paper copies and you are welcome to print them and distribute. Please note that the number of times each QR code will scan is the exact number of times matching the amount of admission tickets or parking and drop-off passes that were paid for.

**Are we allowed campfires at our sites?**

A: Yes, but they must be in an elevated fire pit. Additionally, a wooden board must be placed under the fire pit to avoid scorching of the grass. All fires must be attended at all times and water buckets must be available.

**Some of my Scouts want to do a "behind the scenes" activity, what options are there for that?**

A: Follow us on Facebook before and during the event for opportunities to be a part of the behind the scenes activities. Group sizes and times are limited.

**I wake my unit up early for clean-up on Sunday, why can't I bring my trailer in before 6:30 a.m.?**

A: Due to national standards we are required to schedule and honor eight hours of uninterrupted "quiet" time for our event. While your unit may be early risers, we ask that you respect the quiet time of your neighbors and follow the requests that no vehicles enter the zoo before 6:30 a.m.

**Why can't I leave my trailer near my site?**

A: To protect the grass at the zoo we aren't allowing trailers to be parked in campsites and many of the paths/roads around the zoo are too narrow for activities and are needed for public walkways and zoo vehicles. Since every campsite can't have a trailer, it is only right that none of our units have trailers as part of their areas. This is front country camping and units should plan on only using trailers for unloading and loading during appropriate times.

**I have questions that aren't answered here, who do I talk to?**

A: Please e-mail [ScoutingTheZoo@gmail.com](mailto:ScoutingTheZoo@gmail.com) with your questions. Several members of the leadership team monitor that e-mail and will respond to you and your question. Please allow for 24-36 hours for responses as we are volunteers as well. Of course we will do our best to respond within a few hours, or sooner, as much as possible.

**Where can I find more info?**

A: There are many resources available if more information is needed. You can follow us on Facebook ([facebook.com/ScoutingTheZoo](https://facebook.com/ScoutingTheZoo)), visit our webpage ([www.ThreeHarborsScouting.org/ScoutingTheZoo](http://www.ThreeHarborsScouting.org/ScoutingTheZoo)),