

## 2020 SCOUTING THE ZOO

# Frequently Asked Questions (FAQs)

**Our unit has paid fees for the original event but now aren't able to attend or are having families pay separately. How do we request a refund of originally paid fees?**

A: Simply e-mail [ScoutingTheZoo@gmail.com](mailto:ScoutingTheZoo@gmail.com) to request a refund for the event. Refunds can take several weeks to be paid out and must be paid via check. The event leadership will confirm to whom the payment is to be made.

**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 no, camping is being postponed to 2021.

**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: Unfortunately, no. Camping is being postponed to 2021.

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

A: Due to the

**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.

**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)),

Facebook: [www.Facebook.com/ScoutingTheZoo](https://www.Facebook.com/ScoutingTheZoo)

Instagram: @ScoutingTheZoo