

## 2021 SCOUTING THE ZOO

# Frequently Asked Questions (FAQs)

### **Why do I need to include numbers of participants if I don't need 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 plans to participate in activities, should still be counted as they wouldn't likely have been at the zoo without their connection to the Scouting program.

### **I'm a leader. Can my pack, troop or crew camp overnight?**

A: Yes, if you are interested in participating in the overnight camping option at Indian Mound Scout Reservation in Oconomowoc.

### **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.

### **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 late 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 June 3, 2021, please e-mail [ScoutingTheZoo@gmail.com](mailto:ScoutingTheZoo@gmail.com) for inquiries. Program wristbands will be handed out during check-in at the event.

### **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 passes that were paid for.

### **I have parents who are doing a "drop-off." How can that be done?**

A: There is a "walk-in" gate on Bluemound Road, just west of the drive-in entrance. Cars are permitted to drop off there and QR codes will be scanned and Scouts can enter the zoo there. Please remember the buddy system or have a member of the unit meet the Scout. Participants that are already inside the zoo can get to the walk-in gate by heading towards the north end of the parking lots next to the animal hospital.

### **Can we carpool to the zoo or to camp?**

A: Due to continued health concerns carpooling of non-household members is HIGHLY discouraged. However, if carpooling is the only way to foster participation, please have all drivers and passengers wear masks and refrain from recirculating air throughout the duration of the trip. The practice of any other procedures coinciding with group transportation requirements for Scouts BSA summer camps is also highly encouraged.

### **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.