

SCHOOL PROGRAMS

FIELD TRIPS

Zoo Policies and Rules

To ensure the experience is an enjoyable and safe one for all visitors, Zoo staff, and animals, we ask field trip group leaders to ensure compliance with the following Zoo rules and policies.



Field trip groups must comply with all Zoo rules in addition to specific policies for school groups.

PAYMENT POLICIES

- To receive discounted admission, extra adults and other children must all be accounted for on the *Entry Pass* and must all be paid for by the group leader in one transaction at the Gate. Anyone NOT accounted for in this way will be required to pay the full regular admission.
- Siblings and other children not part of the visiting class do not count in the calculation of the free chaperone ratio.
- Payment for any field trip fees must be made on or before the date of your visit. **The Zoo does not accept purchase orders and does not invoice for field trip fees.**
- There are no refunds for overpayment of field trip fees, and overpayments cannot be applied to future visits.

CHAPERONE POLICIES

Chaperone participation is critical to ensuring that all students have a safe and enjoyable educational experience.

A school group must bring a minimum of one (1) adult chaperone for every eight (8) students. The Zoo permits one (1) free adult for every eight (8) students.

Chaperones must directly supervise their assigned students at ALL times, regardless of the age of the students. Failure to comply with this policy may result in removal from the Zoo.

Siblings and other children not part of the class officially booked for the field trip do not count in the calculation of the free chaperone ratio.

For additional chaperone information, please see *Chaperone Information for Your Field Trip*, which is provided as a link in your Field Trip Confirmation email.

SCHOOL PROGRAMS FIELD TRIP POLICIES

GENERAL ZOO RULES

- Respect the animals. Please do not yell or throw things at the animals, bang on their enclosures, or otherwise harass them. Just like us, animals need rest and privacy. Animals may have access to off-exhibit areas during the day and may not always be visible.
- Do not feed the animals. All the Zoo's animals are on special diets, and outside food and other objects can be harmful for them.
- Do not feed the local wildlife. It changes their natural behaviors and can harm them.
- Refrain from running, shouting, pushing, or using offensive language.
- Smoking (including e-cigarettes) and use of other tobacco products are prohibited in the Zoo. Smoking is permitted only in the designated smoking area outside Zoo gates.
- Stay on marked pathways and respect all barriers.
- Stay with your designated group at all times, regardless of children's ages. ALL students visiting as part of a school group must be **directly supervised** by adult chaperones.
- Please help keep the Zoo clean by placing litter in the proper trash/recycling receptacles.
- Do not attempt to retrieve any items that fall into an exhibit. Zoo staff will retrieve it for you.
- If you become separated from a student in your group, please find a Zoo staff member or volunteer who will contact Zoo Security for you.
- First aid is provided by Zoo Security. If you require assistance, please ask a Zoo staff member or volunteer to notify Security.
- No items from animals (e.g., feathers) may be taken from the Zoo.

Thank you for helping us ensure that all guests have a safe and enjoyable visit to the Zoo!



ITEMS NOT PERMITTED

The following items are not permitted in the Zoo:

- Glass bottles
- Pets
- Bicycles
- Skateboards
- Balloons
- Frisbees
- Squirt guns
- Balls
- Whistles
- Alcohol
- Radios