

# ZOO LIGHTS FAQ

## **Will I see any animals during Zoo Lights?**

You may see a few penguins! But because this event takes place in the evening and during a cooler time of year, all other animals will likely be in their evening habitat.

## **How many light structures there will be?**

Over 50 lighting structures (over 100k individual lights!)

## **How long is the Zoo Lights Drive-Thru?**

We expect the drive-thru to last ~15-20 minutes

## **How long is the Zoo Lights Walk-Thru?**

Guests can walk the course in ~15 - 20 minutes, but are encouraged to hang out in Zoo Central until the event closes.

## **Can I bring my children or pets?**

Children are welcome and must be accompanied by an adult. However, pets are not permitted on Zoo grounds.

## **Will I be allowed to tour the Zoo after Zoo Lights?**

No, sorry. The Zoo will be closed. If you would like to tour the Zoo during the day, please visit our general admission ticket page. You will be asked to leave the Zoo and return with your Zoo Lights ticket during your designated time.

## **Will restrooms be available during the Zoo Lights Drive-Thru?**

Yes, portable restrooms will be available in the parking lot. If you are visiting us for Zoo Lights Walk-Thru, you will have access to restrooms in Zoo Central.

## **Is there anything else I should know about the Zoo Lights Drive-Thru?**

Upon entering the Zoo, please switch to your fog lights/running lights and maintain a speed of no more than 5 mph. Please notify staff if you need to exit your vehicle for any reason, obey all directional signage and staff instructions, and do not honk your horn. We encourage everyone to enjoy holiday music at a volume respectful of other guests and our Zoo residents.

## **Are my tickets refundable?**

Zoo Lights tickets are non-refundable, and non-transferrable. If you need to change your reservation, you may do so up to 72 hours prior to the start of the event.

## **Is this event rain or shine?**

In the event of inclement weather where the roads within the Zoo have been deemed unsafe for travel, the event will be cancelled, and guests will be notified via email by 2pm the day of the event. If we must cancel an event due to weather, we will work with you to transfer your tickets to another date.