

## KNOW BEFORE YOU GO: ZOO VISITS & PROGRAMS

- Large groups will need to consult with our Education Staff about customized program options. Accommodating large groups may require custom program accommodations, including shorter program lengths, more time between programs, and the use of different animals.
- Please note program time and location. Please refer to the map in your email confirmation to find your location and the route to get there. This is determined upon confirmation to suit your needs and our availability.
- Adult chaperones are asked to review and follow the Zoo rules and recommendations to ensure that both visitors and our animals have an enjoyable visit. It is important that teachers ensure all adults understand and model the zoo rules and expectations.
- We require at least 1 adult chaperone per 10 children. Adult chaperones must remain with children at all times.
- School, daycare, or youth group teachers, staff, and bus drivers are not charged admission fees. Volunteer adult chaperones are charged the group rate. Adults are not charged program fees for youth group programs, but are charged for programs that are applicable to adults.
- Payment is due on or before the day of the zoo visit or program. You will receive a fee estimate for program fees with your program date confirmation via email. It will contain detailed instructions on how to make payment. Please bring the fee estimate form with you and present it with payment at the entry gate.
- Scholarships may be available for students that cannot pay admission, available on a very limited basis. Consult the Education Department for details.
- Lunch accommodations can be made on or off zoo grounds. Lunches can be purchased at the Rainforest Grill on-site. See the lunch order form on our website, and submit at least one week out from arrival. Picnic facilities offsite can include the neighboring picnic shelters, the parking lots, or the parks.
- **SCHOOL GROUPS** that wish to stay at the zoo past lunch can bring lunches from school and enjoy them on Zoo grounds at select locations. This is possible **ONLY** with prior arrangement with the Education Department. The Education Team must acquire all food upon your arrival deliver it to your lunch spot, and collect after lunch. No food is allowed to be carried through the zoo.
- All of our programs will take place rain or shine, unless severe weather occurs. Light or intermittent showers are not necessarily cause for cancellation, but lightning, high winds, or consistent rain may be. Please dress participants appropriately to be outdoors. We can usually substitute indoor activities for outdoor activities if necessary.
- If you need to cancel a program, please do so as soon as possible so that another group may utilize that time slot. If adverse weather threatens and your field trip needs to be postponed or canceled, please call us as soon as possible so we won't be expecting you. Please call the Education Program Coordinator directly 812-435-0809, and leave a detailed message if there is no answer. We will return your call to reschedule with you.