

Please read all sheets. New information enclosed.



To Qualify for the Group Rate a Group Must

- Be an organization (non-profit organization, scout troop, church, assisted care facility, or other organization). Family groups do not qualify for the group rate.
- Make a reservation online at least two weeks prior to visiting
- Have a minimum of 15 PAYING individuals
- Have all children, teen, and adult payments collected in advance and presented at the Admission Gate as one single payment. Your entire group must enter together at the time of payment. Those entering separately from the group will be charged full price.
- Pay with cash, organization check, or Visa/MasterCard. The Zoo is unable to refund overpayments made by check.
- Have a minimum of one adult (aged 21 years or older) per 10 children (ages 18 & under); A 1:5 ratio is preferred.

Zoo Member Policy

Zoo memberships are not valid for group trip visits. Memberships were designed for an individual, couple or family experience and not built for group trip usage. Because we serve a large volume of group trips each year, it is necessary to serve group trips efficiently in order to provide good customer service for all visitors.

Refund Policy

- No refunds will be issued once a ticket is purchased.
- No refunds or rain checks will be issued due to inclement weather. The Zoo is an outdoor facility with little indoor space. Please plan your trip to the Zoo accordingly based upon the anticipated weather conditions for that day.
- No refunds will be issued to anyone removed from the Zoo for failure to follow Zoo rules.

Rates for Qualifying Groups

All rates are subject to change.

Children, Teens, & Adults

Admission \$4.50 / Train \$1.50

All children (ages 1 - 12 years) and adults/teens (ages 13 years and older), including FOTAZ members, are charged the group rate.



Lunch Storage

Registered groups are permitted to bring in lunch. The Zoo does not provide monitored lunch storage due to lack of space. Lunch items and ice chests are the responsibility of the group. **NO GLASS CONTAINERS OR STRAWS MAY BE BROUGHT INTO THE ZOO.**



Picnic Areas in the Zoo

Picnic areas inside the zoo include the playground and Picnic Pavilion. These areas are limited and cannot be reserved. Seating at the tables at the Palm Cafe is reserved for Cafe customers only.



Picnic Areas outside the Zoo

Shaded, grassy public areas adjacent to the zoo can accommodate picnicking groups.



Name Tags

Name tags should be worn by children and adults. Please include individual's name and group/organization name on tags.

Please DO NOT use safety or straight pins as they are a serious health hazard to the animals if they fall off.



Emergencies

Zoo Office 318.441.6810

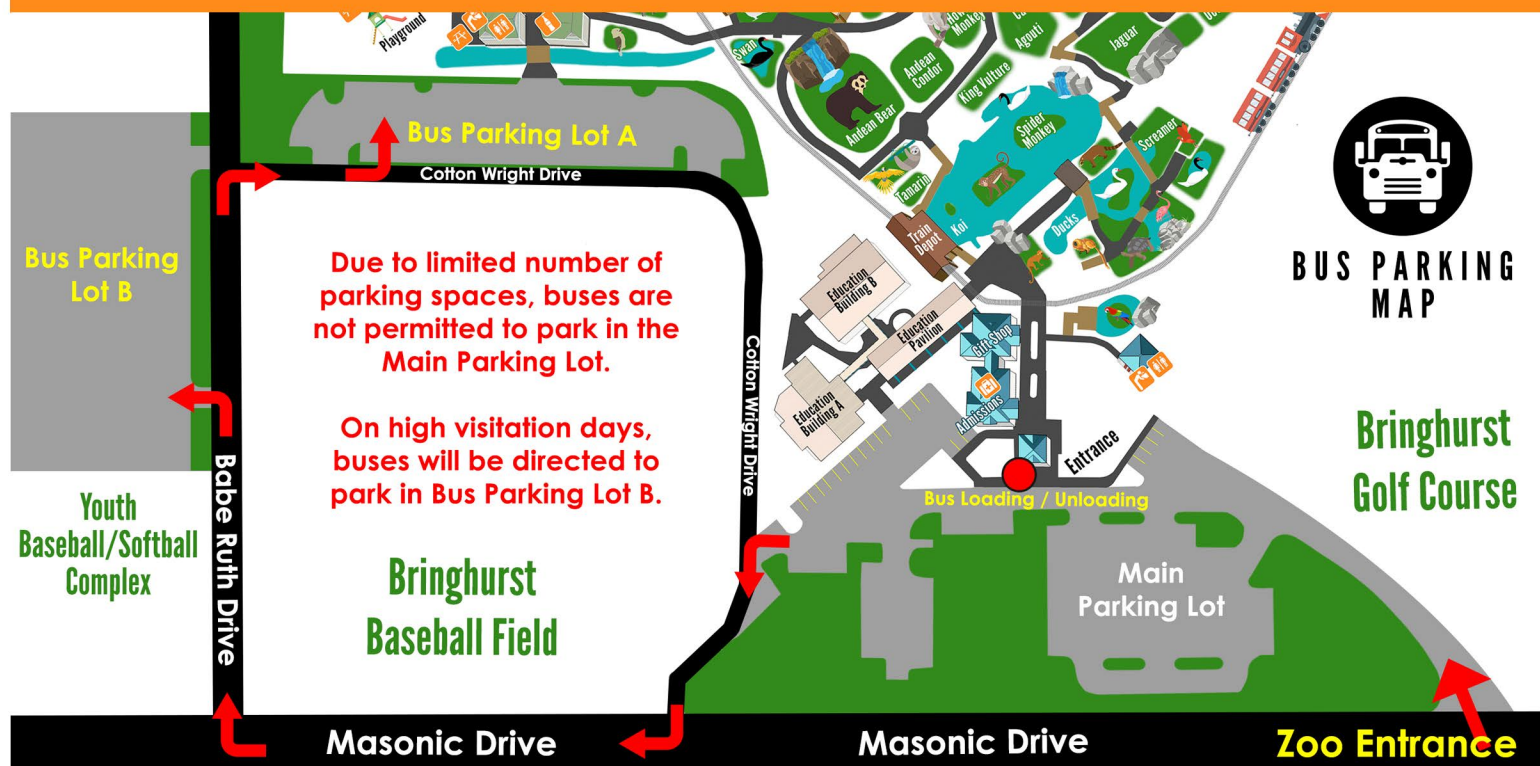
If you need assistance while at the zoo, proceed directly to the Zoo Office at the front entrance where we can provide the help you need. In the event of injury or if a child is separated from your group, please alert a zoo staff member for assistance.





Bus Parking

Bus parking is available behind Bringhurst Baseball Field and the Youth Baseball/Softball Complex. Children and adults may be unloaded at the Zoo Entrance, but please be respectful of other buses behind you waiting to unload. Due to limited parking spaces, buses are not permitted to park in the Main Parking Lot.





Lunch & Snacks

PALM CAFE 318-441-6836

Arrangements for lunch should be made directly with the Cafe and CANNOT be made through the Zoo office.

Kids options include hot dog, corn dog, or ham and cheese hoagie meals. Adult options include hamburger or cheeseburger meals.

A final count at least one week prior to your scheduled field trip is requested. A 24 hour cancellation notice is required.



Souvenirs

ZOOTIQUE 318-441-6820

Group leaders may contact the Zootique prior to a scheduled visit to arrange for souvenir bags to be prepared for each child. The Zootique manager will work with the group to prepare bags at an agreed upon price. Minimum 1 week notice required.

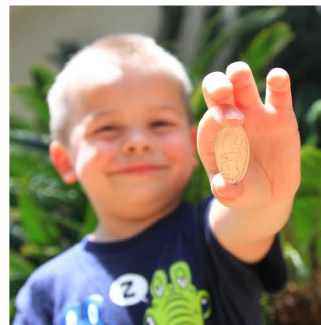
During busy times at the Zoo, Management may limit the number of children visiting the Zootique at one time.



Feed the Fish

Visitors can feed the koi at the pond near the train station. Fish food dispensers are located at the Train Deck and the deck by the coati.

Quarters are needed for the dispensers. Proceeds are used for Zoo projects.



Coins for Conservation

A "penny machine" that creates a penny souvenir requires two quarters and a penny. There is a wishing well near the train station where kids love to watch all types of coins spin and disappear. All proceeds are used to benefit animals and conservation projects.



Train Ride

Are you ready to ride the rails? Embark on a wild adventure featuring fun audio tracks with educational themes such as habitats, predators, animal trivia, and more. Train tickets are required for ages one and older.



Educator Resources

Guides and activity sheets to enhance your visit are available for download from our website. Activity sheets encourage children to investigate and discover as they explore the Zoo.

**[www.thealexandriazoo.com/
EducatorResources.html](http://www.thealexandriazoo.com/EducatorResources.html)**



Free education programs are presented by the Education Department and feature our education animal ambassadors.

Programs last 20 minutes and must be scheduled in advance when submitting an online reservation request.

Program size: maximum 60 persons; please select an additional program if your group size exceeds 60

AVAILABILITY

Monday - Saturday, based on staffing availability. During June and July, programs are only available in the afternoon.

Requests are booked on a first-come, first-serve basis.

PROGRAMS

On the reservation request form, choose the program that best fits your learning objectives and select a time. If your selected time has already been booked, we'll contact you with other available times to choose from.

Forest Friends

Discover the incredible animals that live in, under, and around the many forest of the world. These creatures rely on the trees as much as we do, what can we do to help share our forest with them?
(LS-E-C1) (SE-E-A2)

Predator & Prey: A Game of Survival

The food web is an elaborate structure that lives on the edge of chaos. What skills or adaptations do animals at the top, and the bottom of this web possess that allow them to live another day? .
(LS-E-C1) (LS-E-C2) (LS-E-C2) (LS-E-C3) (LS-M-D1) (LS-M-C2) (ESS-M-A8)

Gross Out

Slimy, crawly, stinky, slithery. Why are these weird or gross animals sometimes the most important?
(LS-E-B2) (LS-E-C2) (LS-M-A3) (LS-M-A3) (LS-M-C4) (SE-M-A4)

Conservation Heroes

The world in which we live is changing, the planet is facing threats. Most of these are by us, and happening unknowingly. Discover simple changes we can all make to protect our one and only home.
(SI-H-A5) (LS-H-F4)

Animal Kingdom

Learn to identify and categorize animals from around the world in to the scientific groups they belong. Discover the many unique characteristics and adaptations such as the scales, feathers, and fur that animals have.
(LS-E-A3) (LS-E-A4) (LS-E-A1) (LS-E-A4) (LS-E-B3) (LS-E-A3) (LS-E-A3) (LS-E-B2)

Group Leader Pre-Visit Checklist

- ☐ Get permission from administration
- ☐ Read Alexandria Zoo's Know Before You Go Packet for Groups
- ☐ Submit a group reservation request on the zoo's website:
www.thealexandriazoo.com/grouptrips.html
- ☐ Arrange transportation
- ☐ Send home permission slips (include a rain date)
- ☐ Collect admission/train fees from all children and adults attending trip. This includes children under four and zoo members.
- ☐ Select and confirm chaperones. Minimum one adult (ages 21 and older) is required per 10 children (ages 18 and under). A 1:5 ratio is preferred.
- ☐ Make food arrangements.
___ Bringing Sack Lunches ___ Ordering from Palm Café (min. 1 wk advance notice)
- ☐ Make name tags
- ☐ Send home reminder slips
- ☐ Divide the group into chaperone groups
- ☐ Download guides and activity sheets for your visit.
www.thealexandriazoo.com/EducatorResources.html
- ☐ Prepare information sheets, maps, and other materials for chaperones.
- ☐ Discuss Zoo Rules and Policies with the group
- ☐ Have a final count for children, adults and train tickets. You don't need to request an updated confirmation sheet from the Zoo unless a confirmation sheet with the exact number of admissions and fees is required by your organization. When you arrive at the Zoo, you can update your numbers at the Admission Window.
- ☐ Have your payment in order. Alexandria Zoo can only accept one lump sum payment for your entire group.
- ☐ Watch the weather forecast and plan accordingly. Alexandria Zoo is a rain or shine facility and there are no refunds or rain-checks.

General Alexandria Zoo Policies

For the safety and welfare of our animals and visitors, the following rules apply:

THE FOLLOWING IS PROHIBITED:

- Smoking, including the use of vape products, anywhere inside the Zoo
- Firearms and weapons (even if you have a concealed carry endorsement). This includes items that appear to be weapons, including toy guns.
- Alcoholic beverages and illicit drugs
- Harassing the animals or intentionally harming an animal is prohibited. You will be escorted out of the zoo.
- Dogs or other pets (Service dogs are permitted.)
- Drones or any similar remote-controlled vehicles/flying devices
- Selfie sticks, loud noise makers and lasers
- Picking the flowers or foliage, climbing trees, or disturbing the landscape so everyone has an opportunity to enjoy the many beautiful things growing throughout the Zoo.
- Balloons, plastic straws, plastic lids, and glass containers
- Skates, roller blades, skate boards, scooters, and bicycles
- Distribution of any advertisement, circular or handbill, or solicitation of funds or pledges of contributions within Zoo property
- Any other items deemed dangerous, suspicious, or inappropriate



ADDITIONAL RULES:

- All of our animals are on special diets. People food is not on their menu, so please do not share your food with them. Fish food can be purchased to feed the koi only.
- For the health, safety, and comfort of all guests, shirts and footwear must be worn at all times. Provocative, revealing, or offensive clothing is prohibited. Disguises, costumes, or articles of clothing that conceal a visitor's identity are prohibited.
- Stay on the sidewalks and in designated public areas.
- Do not sit children or other objects on railings, fences, or other barriers.
- Do not hang objects over railings, fences, or other barriers.
- The Zoo may take photographs of your party during your visit to the Zoo. These photos may be used by the Zoo for both internal and public publications, including the Zoo website and social media channels.
- Student/commercial filming and photography must be approved by the Zoo in advance.
- If someone is acting inappropriately or dangerously, they may be escorted from the Zoo without refunded admission. If you see someone acting in this manner, please contact a Zoo staff member immediately.



Train Ride

Runs every
15 minutes

Last Ride 4:45 pm



Palm Cafe

Monday - Saturday
10 am - 4 pm

Sunday
11 am - 4 pm

Operate weather permitting. All scheduling is subject to change.



Gift Shop

Open Daily
10 am - 5 pm



First Aid



Restrooms



Concessions



Vending



Picnic Tables



Water Fountain



thealexandriazoo.com



For the health of our animals
and guests, Alexandria Zoo is
a SMOKE/VAPE-FREE facility.



ACCREDITED BY THE
**ASSOCIATION
OF ZOOS &
AQUARIUMS**