



## FREQUENTLY ASKED QUESTIONS

### **Have your hours changed?**

Nope! Our hours remain 9 a.m. to 5 p.m. daily. Members get access to the Zoo beginning at 8 a.m. each day.

### **How long can I stay in the Zoo?**

You will be prompted to select an entry time window during the ticketing process. This designates when you are able to arrive at the Zoo. Once you're here, you are welcome to stay as long as you would like.

### **Will it be possible to follow social distancing protocols inside the Zoo?**

Yes, absolutely. We've made some changes inside the park to allow all Zoo staff, volunteers, and guests to appropriately social distance. You will see markers in queuing areas as well as signage throughout the Zoo to remind you to follow these guidelines. Additionally, we have indicated a recommended path, with a few select one-way-only areas, to help control traffic flow.

### **What are you doing to keep the animals safe?**

Animal care staff will continue to work on staggered schedules and wear the appropriate personal protective equipment (PPE) during their shifts to keep our animals safe. Additionally, all of our zoologists, managers, nutritionists and veterinarian staff will continue using PPE anytime they are working with our animals, their food, or anything else the animals may come in contact with.

### **What if I make a reservation and then I'm unable to attend at the date/time I selected?**

If you are no longer able to visit during your reserved time, please let us know so that we can help you reschedule your visit and make your unused tickets available to another guests. MEMBERS, contact us at 469.554.7400 or email [Members@DallasZoo.com](mailto:Members@DallasZoo.com). OTHER GUESTS, contact us at 469.554.7501 or email [Tickets@DallasZoo.com](mailto:Tickets@DallasZoo.com).

### **Are there wheelchairs/electric mobility scooters available for rent?**

Yes! You can rent these items at the counter next to our Gift Shop just inside the front gates. Visit the FAQ on our website for more info and pricing.

### **I have a serious health condition that prevents me from wearing a mask. Can I still come to the Zoo?**

Absolutely. If there are health reasons that prevent you from wearing a face covering, you may still come to the Zoo. Just let us know when you arrive!

### **What about the cost of admission and parking?**

Admission pricing remains: \$17 (adults age 12-64)/\$14 (youth age 3-11)/\$14 (seniors age 65 and up)/FREE (children 2 and under)/FREE (Dallas Zoo members). The cost of parking also remains the same, at \$10 per car and FREE for Dallas Zoo Members.

### **I'm a member. Do I now have to pay for tickets and parking?**

Nope! Members still receive FREE admission and parking, but you will have to reserve them online. Just login to your account to reserve tickets and an entry time!

### **Is it safe to visit the Zoo?**

The changes we have put in place are meant to create the safest possible environment for everyone at the Zoo, including our visitors, staff, volunteers, and the animals in our care. We ask that everyone follow social distancing protocols and other posted guidelines throughout the Zoo, as well as respiratory etiquette and hand hygiene. If you feel sick before your scheduled reservation, we ask that you not visit the Zoo. If you begin feeling sick while at the Zoo, reach out to our staff so that someone from the on-site medical team may assess and assist you.

### **What are dining and shopping options?**

Prime Meridian Cafe and Serengeti Grill remain closed temporarily. Outdoor walk-up food options (including Bantu BBQ, Coop on the Fly food truck, and the Craft Beer Garden) are open, as will several snack stations throughout the Zoo. See the "Changes in the Zoo" section for more info. Guests are permitted to bring their own food and drinks to the Zoo, although glass items, alcohol, and single-use disposable straws are NOT permitted.

### **Do I have to wear a mask? What about my kids?**

In accordance with Dallas County orders, all guest 10 years and older are required to wear face coverings while at the Dallas Zoo. This change is effective Friday, June 26, 2020.

We strongly encourage children over the age of two and up to age 10 to wear face coverings during their visit to the Zoo as well, especially while indoors, including in restrooms.

### **What if I do not wish to comply with the new face covering policy?**

We are taking these health and safety measures very seriously. The face covering policy will be enforced for guests during their visit, and guests who choose not to comply with these requirements may be asked to leave the Zoo.