



## Frequently Asked Questions

### **Is Dallas Zoo Lights included in regular Zoo admission?**

No, Dallas Zoo Lights is a separate, timed-entry ticket that **MUST** be purchased in advance of your visit. Tickets will not be available at the gate. You are welcome to come visit the animals during regular Zoo hours (9 a.m. to 4 p.m. daily), but the Zoo will close at 4 p.m. and reopen at 6:30 p.m. on Dallas Zoo Lights nights only.

### **How much does Dallas Zoo Lights cost? Do members receive a discount?**

Dallas Zoo Lights costs \$65 per car, and one ticket is required for each vehicle. Dallas Zoo Members receive \$15 off! Members also get a discount on food & beverage purchases ahead of time and onsite.

### **Why isn't Dallas Zoo Lights free for members this year?**

Dallas Zoo Lights is an after-hours event that will require a significantly limited capacity and increased resources, including newly constructed spaces that are not open to the public for general admission. Paid tickets are necessary in order to make this completely new type of experience possible. Members do receive a discounted price and can purchase tickets for \$50.

### **Do I need to purchase tickets online in advance? Or can we buy tickets onsite? And what about for members?**

For the health and safety of our guests and staff, Dallas Zoo Lights is an after-hours event with limited capacity. All participants, including Dallas Zoo Members, are required to purchase tickets and food and beverage add-ons online in advance of their visit. We expect popular dates may sell out quickly, so be sure to get your tickets ASAP!

### **Do you accept credit cards and/or cash payments?**

Tickets must be purchased with a valid debit or credit card at DallasZoo.com in advance of your visit. Due to the ongoing pandemic, we will not be accepting cash payments for this event.

### **I really don't understand why this isn't free for members. It's always been free for members.**

We are truly sorry for any inconvenience. We understand that this is a big change from previous years, but unfortunately, paid tickets are now necessary for us to make Dallas Zoo Lights happen. We are pleased to be able to offer members a discount and priority access to tickets.

### **How many people can I get in with a member ticket?**

The \$50 member ticket covers one vehicle. You can bring as many family or friends as you have room to safely accommodate in your vehicle with seatbelts or car seats.

### **Why are you doing a drive-thru this year?**

We couldn't imagine not hosting Dallas Zoo Lights this year, so we reinvented it in order to ensure the health and safety of our guests and staff.

### **Can I visit as many times as I want to?**

One ticket = one trip around the Dallas Zoo Lights route. If you love it as much as we hope you do, we invite you to purchase another ticket at the member price and visit us again!

### **Can my guests get the member price on Dallas Zoo Lights tickets?**

Yes, members can purchase tickets at the discounted rate for their entire party as long as a cardholder is present. Remember that one vehicle = one event ticket. You can bring as many family or friends as you have room to safely accommodate in your vehicle with seatbelts or car seats. If you need to purchase tickets for more than two cars at a time, please contact the Membership Team at 469.554.7400.

### **Do members still get a discount on food and drinks?**

Yes! Members get 10% off the pre-sale food and drink packages, as well as the food, drinks, and retail items available for purchase onsite along the way.

### **How do I get to the Dallas Zoo Lights Drive-Thru experience?**

Guests should still come through the main Dallas Zoo entrance (on the northbound I-35 frontage road), and you will be re-routed to follow the Dallas Zoo Lights driving path as soon as you enter.

### **How long can I expect the drive-thru experience to take?**

While times may vary, the estimated time to drive through the Dallas Zoo Lights experience is 30-45 minutes. However, there may be a wait to enter the experience during peak hours on high traffic nights. Pack your patience!

### **How many people can I bring in my car?**

One vehicle = one event ticket. You can bring as many people as you have room to safely accommodate in your vehicle with seatbelts or car seats. Please note, riding in the bed of a pick-up truck is not permitted.



## Frequently Asked Questions

### **Can I drive through the path multiple times?**

One ticket = one trip around the Dallas Zoo Lights route. If you love it as much as we hope you do, we invite you to buy another ticket and visit us again! Tickets can be purchased at DallasZoo.com.

### **Is there a place to get out of our vehicle and walk around?**

You must remain in your vehicle for the duration of your trip through Dallas Zoo Lights, except in one of the few areas that are designated for restrooms stops, or in the Reliant Holiday Village at the end of the driving path.

### **Do I still need to wear my mask/face covering?**

Face coverings are mandatory for anyone in the vehicle (age 10 and older) who may interact with a Zoo staff member as tickets are being scanned at the entry; anyone who might exit the vehicle for a restroom break; or anyone who might want to walk around outside the vehicle in the Reliant Holiday Village at the end of the driving path.

### **Will we see animals?**

Most of our animals will be behind the scenes for the night by the time Dallas Zoo Lights begins each night. However, you may be able to catch a glimpse of a few primates, flamingoes and other birds that tend to remain in their habitats overnight.

### **Will we be able to feed or pet any animals?**

No, there is no feeding or petting animals during this experience.

### **What if it's raining?**

Dallas Zoo Lights is a rain-or-shine event! Please note that no refunds or exchanges are available.

In the event of severe weather, the Dallas Zoo may choose to cancel the event and will share updates via the website, social media and/or email. At its discretion, the Dallas Zoo may choose to reschedule that night's event for another date.

### **Will restrooms be available to guests?**

Yes. Restrooms are available at the start of the event, at the end of the event, and at several emergency pit stops along the drive.

Face coverings are mandatory when you exit your vehicle to use the restrooms.

### **Why are we allowed to walk through the Zoo during the day but now have to pay extra for this nighttime event?**

We could not imagine not hosting Dallas Zoo Lights this year, but the typical walk-thru event requires immense resources and staffing that meant it was not going to be a reality for us this year. By moving to a drive-thru event, we're trying to be conscious of what we can do to deliver a safe experience while creating as much normalcy and meeting as many expectations as possible.

### **Do we drive our own vehicle?**

Yes. Guests will drive through the Zoo in the comfort of their own vehicle, although please note that the maximum vehicle size is the equivalent of a full-size SUV or a Ford F250. Vehicles need to fit in a standard size parking space. Extra-large vehicles, as well as RVs, limousines, monster trucks, trailers, etc., are not permitted.

### **What is the maximum vehicle size allowed into Dallas Zoo Lights?**

This unique driving path we've created through the Zoo is not designed to accommodate extra-large vehicles. The maximum vehicle is about the size of a full-sized Suburban or a Ford F250. Vehicles need to fit in a standard size parking space. Extra-large vehicles, as well as RVs, limousines, monster trucks, trailers, etc., are not permitted.

### **Can we experience Dallas Zoo Lights on one of the Zoo's golf cart or shuttles?**

We will not have cart rentals or shuttles available. Guests must drive their own vehicle through the Zoo.

### **Can we drive through in a convertible with the top down?**

Yes, you may. For your safety while on Zoo grounds, doors must be in place and closed at all times. All persons must remain seated if the top is down.

### **Can we ride in the bed of a pickup truck?**

No. For your safety, please be sure to comply with seatbelt and child restraint laws regarding vehicle occupants.

### **Can we ride a motorcycle?**

Yes, as long as guests remain seated at all times. Passing is not permitted at any time.

### **Can we ride a bike through the Zoo Lights?**

No, this event is for motorized vehicles only.



## Frequently Asked Questions

### **Will vehicles driving through the Zoo affect the animals?**

The animals are accustomed to seeing vehicles regularly – Zoo vehicles, delivery trucks, construction equipment, etc. are a regular part of keeping the Zoo running smoothly. We do require you refrain from honking and playing loud music as you drive through the event.

### **Since I am in my own vehicle, will I be allowed to smoke?**

No. The Dallas Zoo is a smoke-free facility, including electronic cigarettes. We reserve the right to escort guests off of Zoo grounds if they are found to be disregarding our policies.

### **Will there be food and drinks available?**

Yes! We encourage you to pre-order one of our pre-packaged sets of holiday goodies online when you buy your Dallas Zoo Lights tickets. These treats will be delivered to your car upon your arrival. PRO TIP: The pre-ordered treat combos are the ONLY place to get the souvenir insulated holiday cups!

Limited individual food items and drinks may be available during a stop mid-way through the route, and then again at the end of the route if you choose to walk around the Reliant Holiday Village. You'll find signs onsite along the route with directions on how to order these items.

\*\*Please note that alcohol is prohibited at Dallas Zoo Lights.

### **Can I bring my own food and drink?**

Yes, you may bring your own food and drink to enjoy in your vehicle. No glass containers or alcoholic beverages, though.

You also can support the Zoo and pre-purchase packages of holiday goodies in advance online when you buy your Dallas Zoo Lights tickets!

### **Will the Gift Shop be open during Dallas Zoo Lights?**

The Gift Shop at the Zoo will not be open to walk through during Dallas Zoo Lights, but the Zoo's online gift shop is open 24/7 at [Shop.DallasZoo.com](http://Shop.DallasZoo.com)!

There are assorted holiday trinkets and zoo items in the pre-packaged sets of holiday goodies available to pre-order online when you buy your Dallas Zoo Lights tickets. And you'll find signs onsite along the route with directions on how to order select retail items that can be picked up at the end of the drive-thru in the Reliant Holiday Village.

### **Is there an audio tour? Will there be entertainment throughout the drive?**

Guests can tune into an AM radio station at the start of the event to listen to and enjoy holiday music during their drive through the Zoo.

### **Are pets allowed?**

No, pets are not permitted on the Dallas Zoo premises, with the exception of ADA-compliant service animals.

### **What if we experience a first aid emergency during the drive-thru experience?**

Please notify a Zoo staff member immediately, and we will assist you.