

**\*\*\*All information is subject to change to due COVID-19 state regulations. If you have any questions about our current policies, please contact our office.**

Thank you for your interest in booking a reservation at the Dallas Zoo. Please complete your reservation on our website. Once your reservation is complete you will receive a confirmation email.

Below we have included answers to some of our most frequently asked questions.

**Frequently Asked Questions**

**What is the address of the Dallas Zoo?**

- The Dallas Zoo is located at **650 South R.L. Thornton Freeway, Dallas, TX 75203**

**What are the Zoo's hours of operation?**

- The Dallas Zoo is open **9 AM-4 PM (October - February) and 9 AM- 5 PM (March - September)**. The Zoo is closed on Christmas Day.

**How much is the education rate field trip rate for eligible groups?**

<b>Students</b>	<b>\$6</b>
<b>Chaperones</b>	<b>Free (1 per 10 Students)</b>
<b>Additional Adults</b>	<b>\$6</b>
<b>Parking</b>	<b>\$10 (Free for government plated School Buses)</b>

**Do you offer scholarships for field trips or for Title 1 schools?**

- We do not have any scholarships available at this time.

### **How do I make a change to my field trip reservation?**

- Contact the Education Department at [education@dallaszoo.com](mailto:education@dallaszoo.com). You are able to adjust your number of guests up until your arrival, but any changes to classroom programs must be made 1 week in advance.

### **When do I need to pay? What types of payment do you accept?**

- Payment is due upon arrival.
- Credit cards, cash, or institutional checks (payable to “Dallas Zoo”) are accepted at the ticket gate. **We do not accept Purchase Orders.**

### **What if I have Learning Partners funding?**

- If you are receiving Learning Partners funding, your voucher, approval code, and amount approved must be included when you make your reservation.
- Towards the end of making your reservation, the website will prompt you to provide all Learning Partners information.
- Your Learning Partners voucher is **NOT** a field trip reservation. Reservations must be made at least 2 weeks in advance.
- If Learning Partners is not covering the entirety of your reservation cost, be prepared to pay your remaining balance on the day of your visit.

### **Are there other types of activities for students to do?**

- Yes. There are a variety of walk-up activities for students throughout the park. Some, including feeding opportunities and rides, require an additional fee. Others, like Keeper Talks and demonstrations, are free. There will be a schedule board when you enter the zoo the day of your trip. We do not take reservations for any of these activities.

### **What does the teacher need to bring on the day of the visit?**

- The lead teacher will need the confirmation letter provided in their email, payment (if not pre-paid), and an exact count of students, paid adults, and free adults. Teachers count as adults. Failing to present a confirmation letter may result in a delay entering the facility.

### **What do I need to tell my additional adult chaperones?**

- Chaperones coming in their own vehicles will park in the main parking lot and they are required to pay the \$10 parking fee for their vehicle. Ask them to meet you at the front entrance of the Zoo to enter with your group.
- If they are buying their own ticket they will receive the discounted field trip price, but they must tell the ticket booth staff which school they are with.
- We recommend that you designate a lead chaperone that other parents and chaperones can contact to meet up with your group if they are late.

### **I have a special needs student that may require accommodations. What do I need to do?**

- Regular field trip prices apply to admission tickets, however any chaperones required for special needs students are free. If you are in need of a private space, please locate Guest Services marked on your map, where we have a private room available. If you need to rent a wheelchair or electric scooter, they are available for rental from Guest Services.

### **Can we bring our lunch? Where can we eat?**

- Yes, groups can bring their lunches to the Zoo and eat in any of our outdoor picnic areas. We do not have lunch storage on grounds. Plan to carry your lunches with you. We advise groups to hand out lunches at the bus or bring wheeled coolers/carts to transport them. If you leave the Zoo to get lunches on the bus, you will need to show your receipt/admission ticket to re-enter the Zoo.

### **Can we buy lunch at the Zoo?**

- Yes, groups visiting the Dallas Zoo can pre-purchase Animeals through our catering department. Please call 469-554-7477 for more information. Food and drinks can also be purchased at the Prime Meridian Café in ZooNorth or the Serengeti Grill in the Giants of Savanna.

### **What is the cancellation and rescheduling policy?**

- We are open rain or shine. Due to weather conditions, some animals may not be on exhibit.
- Your reservation may be rescheduled once without penalty. Reschedule dates must be at least two (2) weeks in advance. Additional reschedules will be charged \$25 per instance, except when rescheduling due to closure of Dallas ISD schools for severe weather.

- Classroom or Guided Tour Program cancellations must be received at least one (1) week prior to the date of your visit. Program rescheduling is dependent on staffing availability and cannot be guaranteed.
- Schools using Learning Partners funding will be invoiced for the total reservation cost if you fail to show for your field trip or cancel within one week of the scheduled date.
- If cancelling or rescheduling, please inform the Education Office at Education@DallasZoo.com or by calling (469) 554-7300.

### **What is the refund policy?**

- Refunds will not be issued for any amount under \$20, for program cancellations made within one (1) week of the scheduled date, or for no-show groups. In the event you bring a check on the day of your visit, then your check will be processed and you will be issued a refund check if over \$20. This refund will be mailed to your school. The refund is processed by Guest Services and the teacher will be asked to complete a refund request by the cashier. Please allow 4-6 weeks for processing.

### **Are you currently offering add-on Classroom Programs like African Safari Guided Tours, Happening Habitats, Wild Jobs, or Veterinary Science?**

- We are not currently offering in-person Classroom Program add-ons. Self-guided field trips are our only available option at this time.
- Virtual Classroom Programs are available. Please fill out a request form to reserve one.

### **What is the policy regarding masks?**

- We are following Dallas County regulations that require **all guests age 10 and older** to wear a face covering during the entirety of their Zoo visit, except for when they are eating and drinking. To learn more about our COVID-19 response and read in detail about rules for guests, please visit [www.DallasZoo.com/reopen](http://www.DallasZoo.com/reopen)

### **What is the policy regarding social distancing?**

- All field trip groups are expected to split into smaller groups of **no more than 10 people** as they move through the Zoo, in order to comply with current social distancing regulations.
- Each small group of students should have a chaperone so that students are supervised by an adult at all times.

*The Dallas Zoo reserves the right to change these policies without notice.*

