



Reopening FAQ

When am I able to arrive at the Zoo? What happens if I arrive early or late?

You have a one-hour window to arrive at the Zoo (check the time on your tickets). If you arrive early, we ask that you wait in one of our designated waiting areas. If you arrive late, please see a guest services representative at the front gates. We will try to accommodate you at the next available time but are not able to guarantee entry.

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.

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. OTHER GUESTS, contact us at 469.554.7501 or email 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!

Can I use CityPASS to visit the Zoo?

You may use [CityPASS](#) to visit Dallas Zoo plus 3 more top Dallas attractions at a 37% savings. [Buy your CityPASS online](#) for immediate, paperless delivery to your mobile device. Advanced reservations are not required for CityPASS users. Present your CityPASS tickets at any guest admission booth at either of the Dallas Zoo's two entrances (main or south) to receive your timed admission ticket.

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!

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.

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.

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

As of May 1, masks are strongly recommended in most of our outdoor areas. Guests ages 10+ will still be required to wear masks in all indoor areas at the Zoo, including restrooms, and during animal experiences (giraffe feeding, goat yard, and Bird's Landing).

What if I don't want to wear a mask?

We respect everyone's individual decision. But we do take our health and safety measures seriously. You're welcome to visit since so much of the Zoo can be enjoyed as an outdoor experience. But if you choose to not wear a mask, you will need to be prepared to not have access to those areas (indoor spaces and outdoor encounters with animal contact) where masks continue to be required.

What if I do not bring a mask with me?

You should still plan to bring a mask with you when you visit the Zoo! While you can still enjoy most of the Zoo outdoors, if you do not have a mask, you'll miss out on visiting indoor areas, including restrooms, and will not be able to participate in animal encounters like giraffe feeding, the goat yard, and Bird's Landing. We will have masks available for purchase if needed.

What are dining and shopping options?

Prime Meridian Café, Serengeti Grill, 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.

I am fully / partially vaccinated. Does the mask policy still apply to me?

Yes. These specific mask policies will apply to all Zoo guests regardless of vaccination status. All guests ages 10 and over are still required to wear masks in all of our indoor spaces at the Zoo (including in restrooms) and during outdoor encounters that might put you in contact with animals.

How will you ensure that guests continue to wear their masks in indoor areas or when social distancing is more difficult?

Our staff will monitor indoor areas at the Zoo, including restrooms, as well as the animal encounters and experiences to make sure guests are following this policy. We ask that all guests be mindful and respectful of others during their visit and encourage wearing masks in any space where it may difficult to stay socially distanced, including while in lines for restrooms and retail areas, and when gathering for keeper chats, animal experiences, or in popular animal viewing areas.

Last Updated 4/29/21