



## 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](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?**

Masks are encouraged but not required to enjoy the outdoor areas at the Zoo.

### **Can I use CityPASS to visit the Zoo?**

You may use [CityPASS](#) to visit Dallas Zoo plus 3 more top Dallas attractions at a 46% 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?**

Beginning August 12 and following the latest guidance from local officials, the Dallas Zoo will once again require all guests ages 2 and older to wear masks while visiting the indoor spaces at the Zoo. This includes the Herpetarium, Basecamp, Simmons Hippo Outpost, Bug U, the Gorilla Research Station, Prime Meridian Cafe, Serengeti Grill, the Gift Shop, the Underzone, and restrooms.

**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. 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.

*Last Updated 8/11/21*