

Thank you for your interest in booking a field trip reservation at the Dallas Zoo. Please complete your reservation on our website. Once your reservation is complete you will receive a confirmation email. If an invoice is required by your school district, please contact the Education Department at education@dallaszoo.com and we will email you a pdf of the invoice.

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.

Is my group eligible for the field trip rate?

- The Dallas Zoo will give the field trip rate to the following groups: public or private schools including school groups such as bands and science clubs, preschools, state-licensed day care, Home School groups, Scout troops, church groups, shelters, city recreation centers, YMCA/YWCA, Boys & Girls Clubs, College Classes.
- If you have any questions about your eligibility, please contact education@dallaszoo.com or 469-554-7300.

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

Students	\$6
Teachers	\$6 – Teachers must be included on the order count. We do not have free chaperone tickets.
Additional Adults	\$6 – Parent chaperones must purchase their tickets when they arrive at the Zoo. They will NOT be added to field trip reservations.
Parking	\$12 per private vehicle (Free for government plated School Buses)

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

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

Are there educational 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.
- Wild Walks are TEKS aligned guided tours that are available for an additional fee. See more information here.

How many adults must I bring?

- You must bring a minimum of one adult per ten students. We recommend additional chaperones especially for younger students. Additional chaperones will allow any field trip to move through the Zoo in smaller groups. This will enhance your experience and allow your students to view animals more easily.
- Chaperones are required to stay with students at all times.

What do we need to reserve a field trip online?

- In order to reserve your field trip online, you will need an account with the Dallas Zoo. You can sign up for an account during the reservation process.
- You will need a credit card to reserve online. You can use any credit card to reserve your field trip. You will have the option to use an “Alternative Payment Plan” to defer your payment until after the end of the school year, but you will still need a credit card to finish your reservation. Your credit card will not be charged if you select the “Alternative Payment Plan” option.

How do I book a field trip online without paying immediately?

- You will need a credit card to reserve online. You can use any credit card to reserve your field trip. You will have the option to use an “**Alternative Payment Plan**” to defer your payment until after the end of the school year, but you will still need a credit card to finish your reservation. Your credit card will not be charged if you select the “**Alternative Payment Plan**” option.

How do I book if I don't have a credit card?

- If you are not able/willing to use a credit card to book online, please call the Education Department at 469-554-7300 or email us at education@dallaszoo.com to

reserve your field trip without a credit card.

- If you are emailing us, we need the following information:
 - Name of School
 - Date you would like to attend
 - Grade level of students
 - Number of students
 - Number of staff/teachers (school staff MUST have a ticket)
 - Email address if you would like the invoice sent to another person

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

- Payment is due upon arrival. We do not require deposits or prepayments.
- Credit cards, cash, or institutional checks (payable to “Dallas Zoo”) are accepted at the ticket gate.
- You are also able to have your district mail a check or you can call the Education Department at 469-554-7300 with a credit card beforehand. We recommend that you call the day before if you are using a credit card as we can adjust your attendance numbers one final time. **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.

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

- Regular field trip prices apply to student entry, however any aides required for special needs students are free. You will need to contact the Education Department to reserve these field trips in order to access the free tickets for aides.

- 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 our gift shop.

Are you able to provide us with a quote before we reserve our field trip?

- We are not able to provide quotes for field trips. Since we do not require a deposit or any payment before your field trip, we recommend that you book your field trip and from there we can provide you with an invoice that you can use to give your administration for approval of your field trip, reserve your transportation for your field trip, etc.

How do I know what dates are available?

- Field Trips are available all year except for during specific Zoo-wide events. When you book online, the website will indicate which days are sold out on the calendar page.

Are you currently offering add-on Educational Programs?

- We are currently offering Wild Walks Guided Tours. More information can be found on the Add-Ons page accessed from the Field Trip Planner.
- Wild Walk pricing is based on 20 students per tour, but we can accommodate a maximum of 25 students upon request. You will be charged for each additional student above the standard price.
- The Education Department reserves the right to add Wild Walks to your booking in order to accommodate the number of students booked on your reservation. We will send you an updated invoice reflecting that cost.

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

- Contact the Education Department at education@dallaszoo.com. You are able to adjust your number of guests up until your arrival, but any changes to program numbers must

be made at least 1 week in advance.

- We strongly encourage that you wait until at least a month before your field trip to finalize your numbers. Additions and subtractions to the number of students can be made at any time.
- You may change your field trip once at no charge. Additional field trip reschedule requests are subject to a \$25 fee.

What is the refund policy?

- Refunds will not be issued for any amount under \$25, 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 the difference is over \$25. This refund will be mailed to your school. The refund is processed by the Education Department. Refunds are processed quarterly and can take 4 to 6 weeks to process once the check request has been submitted.

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, and teachers/staff. Failing to present a confirmation letter may result in a delay entering the facility.

What do I need to tell parent chaperones?

- Chaperones coming in their own vehicles will park in the main parking lot and are required to pay the \$12 parking fee for their vehicle. Ask them to meet you inside the Zoo in order to facilitate a quick entry into the Zoo for everyone.
- We ask that all parent chaperones purchase their own tickets when they arrive. They will receive the discounted field trip price, but they must tell the ticket booth staff which school field trip 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.

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 meals 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.

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