

Animal Adventures Code of Conduct

We're glad to visit your venue! Here's how you can do your part to be a great host:

- 1. Please be respectful to the animals and Dallas Zoo team members.** We love bringing our animals to your environment, but your location is new and different for them. While the animals are comfortable with being in new places and traveling, we want to ensure they are treated with the respect they deserve. We ask that all guests remain quiet, courteous, and attentive for the duration of the program. In a quiet, calm environment, guests can see natural behaviors and learn interesting facts about each animal. We also ask that guests maintain a quiet environment anytime they are present in the room with animals including entering and exiting the program location as well as while waiting for the program to start. To ensure a positive experience for our animals, staff members, and other guests, we ask that those who may have trouble adhering to these guidelines leave the program space and may return once they are able to do so. We ask the teachers/chaperones/attendants to help ensure that their students/guests are following these guidelines and not disrupting the program.
- 2. Please be mindful of your proximity to the animals.** Animals and humans alike have different amounts of space they require to feel comfortable. For the safety of our animals and of your guests, please stay in your seats. If the trainer working with our animal ambassador deems it possible, they may approach closer to the audience allowing for a better view, but guests should not approach the trainer or the animal unless explicitly asked. We ask that those who might need assistance in maintaining their distance are properly supervised.
- 3. Please do not reach out to the animals.** Although we may allow opportunities for touching during our program, it is not safe for either the animal or the guests to reach out toward an animal without direction from zoo team members. Just as we do not like when strangers reach out and try to touch us, we want to show the same respect to our animals.
- 4. Please always stay to the front of the program area.** For the safety of animals and zoo staff, it is necessary for the audience to stay to one side during the presentation. This allows everyone a chance for a better view and to be aware of their surroundings. Please do not walk behind zoo staff members, tables, or areas where animals are present at any time.
- 5. Please provide a clean and unobstructed presentation space.** We require room for at least two tables, 6 animal crates, and the ability to walk around the presentation area safely. Please ensure that our presentation area is clean and clear 30- minutes prior to the presentation, during the presentation, and 30 minutes after in order for there to be an appropriate amount of space to house the animals and give our presentation.
- 6. No food or drink.** Food and animals do not mix. We ask that there is no food or drink present during the program. Guests may have water present.
- 7. Read the FAQ's and confirmation email.** Our FAQs and confirmation email provide answers to many of the questions you may have regarding our program. Please read these documents carefully and thoroughly.

Program participants are expected to follow the Program Code of Conduct and all rules given by Dallas Zoo staff members during the presentation. If program participants are not following guidelines, the program may be stopped or cancelled at any time to ensure the safety of animals and guests.

Thanks for being a great Dallas Zoo Animal Adventures host! If you have further questions, please contact our reservations team at AnimalAdventures@dallaszoo.com.