



## Teacher & Group Leader Packet: What You Need To Know About Tours

*Updated Aug 2017*

### General Reservation Policies

- Reservations are required at least 5 weeks prior to program date.
- Non-refundable deposit of \$50 is due at time of making reservation.
- Final payment and final count of participants is due 4 weeks prior to program date. Participant numbers cannot increase after this date without approval from a Program Supervisor.
- **Collection of funds and payment for all attendees – children, adults (teachers, parents and/or chaperones), additional children or adults – is the responsibility of the school or group. Payment must be made to Education Reservations personnel. Any balances due will be billed to the school or group.**

### No-Show & Credit Voucher Policies

- No-show means customer did not give Zoo Atlanta's Education Department notice before the program.
- Refunds will not be issued for group no-shows.
- Credit vouchers good towards other Zoo Atlanta Education programs are granted for partial group no-shows.
- Customer must request voucher by emailing [education@zooatlanta.org](mailto:education@zooatlanta.org)

### Cancellation Policies

- Cancellation means the customer did contact Zoo Atlanta's Education Department before the program.
- Customer cancellations received 2 or more weeks before the program date will forfeit the deposit as a cancellation fee.
- Customer cancellations received less than 2 weeks prior to the program date will incur a 50% of total cost of program as a cancellation fee.

### Date Change Policies

- Date changes must be made at least 2 weeks prior to scheduled program date to avoid forfeiture of deposit.
- Date changes made less than 2 weeks before original program date will result in loss of original deposit. Another deposit will be required.
- New program date must be at least 5 weeks in advance and is subject to availability

## General Tour Information

Type of Tour	Participants		Program Schedule
	Min.	Max.	
General Zoo	10	80-120**	90-minute Zoo exhibits tour
Animal Nutrition Kitchen*	10	80-120**	30-minute Kitchen tour plus 60-minute Zoo exhibits tour
Silberman Vet Clinic*	10	40	30-minute Clinic tour plus 60-minute Zoo exhibits tour

\*Program schedules subject to change due to unforeseen circumstances.

\*\* Please call for assistance with groups of 80+ at 404-624-5822

## Teacher and Group Leader Information

- Program Activity Packets were developed by Zoo staff and certified Georgia teachers. These packets include activities to conduct with your group prior to your visit, right after your tour while at the Zoo, and once you return to the classroom.
- **Where to meet:** Please arrive 15 minutes prior to your tour start time. **Do not enter the Zoo via the main Admissions Gate. Your group should arrive at the Education Conservation Gate located in the right hand corner of the Cherokee Avenue parking lot.** Have buses drop the group off and use the call box to let security know you have arrived for your tour. Within a few minutes, a Zoo Atlanta tour guide will greet you at the gate and begin your tour.
- **If you arrive earlier** than your program time, please go to the Education Conservation Gate and use the call box to let security know you are here for a tour. Fifteen minutes prior to your program time, you need to return to the Education Conservation Gate. Within a few minutes, a Zoo Atlanta Tour Guide will begin your tour.
- If you are less than 15 minutes late for your tour go to the Education Conservation Gate, use the call box and alert security that you have arrived. Your tour guide will be notified and your tour may be abbreviated.
- If you are more than 15 minutes late, your guided tour will be cancelled. However, you may still enter the Zoo with your Reservation Confirmation Form and conduct a self-guided field trip.
- Please use the Chaperone Guidelines below to prepare your chaperones for their role during the visit. Be sure to notify them when and where to meet for lunch and departure.
- If you will be attending an Animal Nutrition Kitchen Exclusive Tour, please note that to protect our animals' health, any tour participants who have traveled outside of the country 5 days prior to the tour cannot be allowed in the kitchen portion of the tour. In addition, please do not visit the petting zoo until after your tour has completed.

## Chaperone Guidelines

- Review the following rules with your group:
  - Stay with the chaperone at all times.
  - Follow any directions given by teachers, group leaders, chaperones, and Zoo staff.
  - Do not climb on exhibits, fences or rocks or tap on the exhibits with glass.
  - Walk, rather than run, to avoid getting hurt and scaring the animals.
  - Pick up your trash and recycle.
  - Respect the animals – do not make loud noises.
  - Headphones and cell phones must be turned off and put away during the visit. We suggest participants avoid bringing them into the Zoo, as we are not liable for loss or damage.
  - Go to a Zoo staff member if you can't find your chaperone.
- Count your group each time you leave an exhibit and reach a new one to ensure everyone is present.
- Discipline is your responsibility; consult your group leader if you need assistance.
- Check with your group leader to make sure you know where and when to meet for lunch and for departure.
- Obtain a Zoo map and daily schedule from the admission booth or from your group leader.
- During your visit, encourage the group to ask questions and then look for their own answers by observing the animals, reading signs and making guesses.
- Attend Zoo activities listed on the back of your map to ensure a full day.

After your program we will be following up with a survey so we can better meet your needs and those of your students.

**If you have any additional questions or concerns, please visit our website at [zooatlanta.org](http://zooatlanta.org) or contact our Education Reservations Center at 404.624.5822.**

### Map to Zoo Atlanta

The Education Program entrance is located at the Education Conservation Gate in the Cherokee Ave parking lot on the west side of the Zoo. To reach the Education Conservation Gate, you must enter the Cherokee Avenue parking lot (see next page for further detail). Group leaders, please use the security call box to notify the Education staff of your arrival. After dropping the students off at the Education Conservation Gate, buses must either parallel park along Cherokee Avenue or in the Boulevard parking lot. For Pick-up, buses must use the turn-around circle at the front of the Zoo. Buses will not be allowed to pick up students at the Education Conservation Gate upon departure.



