



# Frequently Asked Questions

## *Group Trips*

### **Where do we go when we arrive at the zoo?**

Please report to the main entrance where an admissions staff member will greet you, count you in, and send your leader to pay for the group.

**How do I pay for our trip?** You may pay by check, cash, or credit card (excluding Discover) at the gate. **Payment is expected the day of your visit, with no exceptions. PLEASE NOTE: WE DO NOT ACCEPT PURCHASE ORDERS OR ADVANCE PAYMENTS.**

**How many chaperones will I need?** The zoo requires a 1:10 ratio of adults to children; therefore, your group receives **one complimentary adult admission for every ten paid student admissions, providing you have at least 15 paid admissions (school groups only).** Additional adults will pay the adult group admission rate (plus Zoo class or guided tour fee if applicable). Additional adults may pay at the admissions window upon their arrival. We ask that they inform the admissions attendant which school group they are chaperoning.

**Where can you get zoo souvenirs?** There are several locations throughout the zoo where you can pick up your souvenirs. Including the Tropics of the America's Marketplace, Fountain Gift Kiosk, and the Gift Shop at the exit of the zoo. The Gift Shop requires one adult per five children and asks that you bring only one group into the store at a time. While we encourage your group to visit the Gift Shop, please ensure that they are properly supervised. You can also purchase pre-made souvenir gift bags for each member of your group. Each gift bag contains zoo themed souvenir items so your students will have something special to remember their day at the zoo. Your order will be ready at the Gift Shop the day of your visit. Please note a minimum of 15 bags must be ordered. For more information please call **(561) 533-0887 ext. 226.**

**If we are scheduled for an educational program or tour, where do we meet our teacher?** Your zoo instructor will meet your group at the fountain 10 minutes before your scheduled program time and will escort you to your designated program site.

**What if our group is running late?** Due to the popularity of our Zoo classes, your group may be combined with another group. It is extremely important that your group arrive on time. If you are running late, please call **(561) 533-0887 ext. 229**, and let us know of your approximate arrival time. While we will do our best to accommodate late arrivals, we do reserve the right to adjust your program time or cancel your program completely depending on our schedule.

**Should we wear name tags?** We strongly encourage each child to be identified with school name, teacher name, grade level, and school phone number.

**What do we do with our lunches?** **Only weekday school groups are permitted to bring lunches into the zoo.** Your group can select any picnic area throughout the zoo, but we do **not** reserve picnic tables in advance. Space is limited. We do not have storage available for your lunches. Pre-arranged bag lunches are available from the Tropics Café. For more information, please contact: (561) 533-0887 ext 274.

**What if it's raining the day of our visit?** Just call the zoo if you decide not to come. As long as your group has not entered the zoo, you are welcome to reschedule. To reschedule please submit a new group trip registration form with your new selected date. **WE DO NOT ISSUE RAIN CHECKS.**

**Please treat all living things at the zoo with care and respect.** We have placed trash receptacles and recycle bins throughout the zoo, so that you can leave the grounds the way you found them. Thank you for visiting.



# Group Trip Reservation Form

Please return completed form to:

Palm Beach Zoo, Education Department  
 1301 Summit Blvd., West Palm Beach, FL 33405-3098  
 Phone: (561) 533-0887 ext. 229 Fax: (561) 585-6085  
 Email: education@palmbeachzoo.org  
 Visit us on the Web at www.palmbeachzoo.org

Organization Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip : \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date of Trip:	1st Trip	2nd Trip	3rd Trip
1st Choice			
1st Backup Date			
2nd Backup Date			

Time of Arrival			
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Grade Level			
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Number of Students			
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Number of Adults			
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**Zoo Program Requested:**  
 (Please circle one)

- Animal Discovery
- Animal Adventures
- Habitat Sweet Home
- Food Chains
- Creatures have Class
- Florida Wildlife & Wetlands
- Rainforest Rescue
- Edging Towards Extinction
- Tropics of the Americas - The Maya
- Classification Connection
- Animal Adaptations
- Wildlife Conservation
- Food Webs and Energy Transfer
- Conservation Medicine
- Kingdoms & Conservation
- Zoo Careers

Suggested Age

- Preschool
- K - 2nd
- K - 2nd
- 3rd - 5th
- 3rd - 5th
- 3rd - 5th
- 3rd - 5th
- 3rd - 5th
- 3rd - 5th
- 6th - 8th
- 6th - 8th
- 6th - 12th
- 6th - 12th
- 9th - 12th
- 9th - 12th
- 9th - 12th

**Guided Tours:**  
 (Please circle one)

- Animal Hospital Tour  
(All Ages)
- Tropics of the Americas Exhibit  
(All Ages)
- Florida Wetlands & Wildlife Exhibit  
(All Ages)
- Green Building Tour  
(3rd grade - Adult)

**Group Admission Rates:**

(Effective October 1, 2008)

Group rates are based on a minimum of 15 paying people.

**General Admission**

- Students** \$5.50 per person
- Adults** \$7.50 per person

**Admission plus Zoo Program**

- Students** \$7.50 per person
- Adults** \$9.50 per person

**Admission plus Guided Tour**

- Students** \$10.00 per person
- Adults** \$12.00 per person

*All prices are subject to change.*

A 1:10 adult chaperone to student ratio is required.

With every 10 student admissions purchased, you will receive 1 complimentary adult admission ticket (school groups only).

Any additional adults over the 1:10 chaperone to student ratio will be charged the adult group admission rate and zoo class or guided tour fee.

**FOR SUMMER ZOO PROGRAMS  
 JUNE TO AUGUST**

A \$50 non-refundable deposit will be required to hold your zoo program request.

Please be sure to include back up dates in case your first choice is not available.

Please schedule your trip at least two weeks in advance.

Your trip is not confirmed until you receive an invoice.

Registrations and dates cannot be released over the phone or email.

We can create a class based on your current curriculum (three weeks notice is required).

Zoo program participants may have the opportunity to touch at least one animal. We cannot guarantee which animals will be used.