



Self-Guided Field Trip FAQ's

The prices went up after I made my reservation; will I be charged the new admission rate?

No, you will be charged the admission rate at the time we received your reservation request. (e.g. we received your reservation request on January 30, 2011 and admissions prices went up on January 3, 2011. You will be charged the January 30, 2011 admission prices.)

When the gate is crowded, how do we get into the Zoo faster?

The fastest way to get into the Zoo on crowded days is to be well organized. Avoiding these frequent causes for delays will admit your entire group quickly:

- Teachers do not know how many students and adults are in their group (the admission gates must have an accurate count of the total number of students and adults in the school group);
- Teachers have not collected their admission fees ahead of time and wait to do it at the gate;
- Teachers send chaperones to the gate to pay separately (this not only slows down the gate with each individual transaction, but chaperones are charged the full adult admission rate instead of the field trip admission rate as they are no longer part of the group);
- Teachers combine payment for all Zoo field trip activities on one check (separate checks are needed for 1- admission, 2 - train, 3 - lunches, and 4 - Zoovenier bags);
- Teachers arrive without payment for the field trip.

Can we use guest passes?

If parents are willing to give them to you, then you are welcome to use them. Give the guest pass(es) to the cashier with your payment.

If my chaperones/parents have to pay individually at the ticket booth can they get the special school rate?

No, they will have to pay the full admission price of \$11 for adults and \$9 for children. If they have not purchased their admission through the teacher then they must pay full price at the ticket booth.

What if my student or chaperone numbers change after I have submitted my registration form?

Your confirmation form includes spaces for you to write in changes to quantity numbers. The admission staff will make changes to your numbers in their computer when you arrive at the Zoo.

What does it mean when I am told that you are FULL on the day I want to schedule?

The gates can safely accommodate only so many people, so to help maximize the enjoyment of your experience we set a limit on school reservations per day. Once our reservation count reaches our maximum, we close the day to additional reservations. This is what we mean when the day is FULL. It means that no more reservations may be taken for that day.

Which days typically fill?

April is our busiest month for Field Trips and days fill quickly. We also typically fill all Thursdays and Fridays in May and June. If you must plan a field trip during these times, we strongly recommend that you make these reservations no later than February.

Do you have guides available to walk us around the Zoo?

For an additional fee Guided Tours can be arranged through our Education Department. For more information contact our Education Department at (757) 441-2374 ext. 229.

Can I reserve Train Rides?

Unfortunately no, the train does not operate in inclement weather. We have found it is less of a headache for teachers if the train rides are sold on the day of your visit only.

My students are older. Do I still need to have one chaperone for every ten students?

Yes. Chaperones are an important part of field trip learning. Chaperones must be 18 years old or older, and must remain with students of all ages throughout the Zoo visit. Unsupervised students are not allowed on Zoo grounds or in the Zoo Gift Shop.