



SUPERVISORY CARE AND SPECIAL NEEDS GROUPS TIPS AND TRICKS

Making Your Group Reservation...

- The Phoenix Zoo offers a discounted rate for groups that qualify.
 - **Criteria for Reduced Admission** - Care Centers and organizations that serve clients who have mental or physical disabilities that require staff assistance for a Zoo visit. Disability, as defined by the Americans with Disabilities Act, is a physical or mental impairment that substantially limits one or more of the major life activities of an individual. Major Life Activities include functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.
- This admission discount is not valid for ZooLights or any other special events outside regular business hours.
- If you are interested in an additional experience such as the Safari Cruiser, provide such interest in the group booking form.
 - Additional \$2.00 charge per individual. Safari Cruiser can accommodate up to 40 individuals and one wheelchair per tour. Groups of 40 or more and require more than one wheelchair (individuals that can be transferred by a supervisor onto the Cruiser do not apply) need prior approval to accommodate request. Reserving a time for your tour(s) must be done day of at Guest Services or Safari Cruiser Station.
- 3 weeks notice required prior to Group visit.
- Once you have submitted your supervisory care and special needs request form, please allow 3 business days for processing. Once your reservation has been confirmed, a confirmation email will be sent to the provided email address.
 - **Your visit is not booked until you receive a confirmation email.** If you do not receive the confirmation paperwork within 3 business days of your request, please call us at 602.914.4333.

Making Your Group Payment...

- Group payment is required **upon entry**.
- Forms of payment accepted include:
 - Credit card (Visa, MasterCard, American Express, Discover)
 - Purchase Orders will not be accepted on the day of the visit.
 - **No refunds will be given after payment has been accepted.**
- Anyone not paying with the group will be charged the full admission price.
 - Full price additional tickets can be purchased at any open admission booth in front of the Zoo, Guest Service Lobby or online.
- Admission tickets and chaperone wristbands can be picked up at Zoo prior to your visit or day of.

Prior to your Zoo visit...

- 7 days prior to your visit, an email communication, **Know Before You Go**, will be sent to the provided onsite (day of visit) contact.
- Visit our [website](#) for ideas on how to plan your trip.
- We encourage you to:
 - Share your day of onsite contact information with chaperones if they need to locate your group inside the park.
 - Make copies/take photos of the Zoo map available on our [website](#) as it will not be available at the Zoo on the day of your visit.
 - Make sure your chaperones understand the goals of the field trip and any role they need to play in activities, including that they will need to stay with their assigned students for their entire visit.
 - Go over the Zoo rules with your clients and chaperones and establish behavioral expectations.
 - Remind clients to wear appropriate clothing for the anticipated weather conditions and bring water. **Group visits take place rain or shine.**
- Lunch at the Phoenix Zoo
 - Lunch can be arranged ahead of time. Please complete [this form](#) at least 2 weeks in advance of visit.
 - If your group intends to bring their own lunch, refer to your **Know Before You Go** email for locations of where to store and enjoy such lunches.
 - To ease lunch transportation at time of arrival, please bring rolling coolers or wagons labeled with your group name. Zoo staff are not able to transport lunches from your vehicles into the Zoo.

Arrival to the Zoo...

- For day of parking, please refer to the **Know Before You Go** email communications.
- Limited handicap parking is available in the main parking lot.
- For ADA drop off locations, refer to maps provided.
- Groups will enter through the Main Entrance located just across the bridge.
 - Your group is responsible for collecting and handing out the tickets to each attendee.
 - All chaperones and clients entering the Zoo under the discounted rate will need to be accounted for on a ticket.
 - You do not need to all enter at the same time. However, the Phoenix Zoo will not be able to hold onto or distribute tickets for you.
- Regardless of group entry point, guests with current Phoenix Zoo memberships must enter via the main Zoo entrance.
- All assisting staff members/teachers and adults entering under the Supervisory Care rate will be considered chaperones and are required to wear a wristband.

While you're at the Zoo...

- The following is a list of our prohibited items:
 - Alcohol, glass, balloons, balls, Frisbees, radios, whistles, musical instruments, and other sound producing devices that may disturb our animals or other guests, hoverboards, Hula Hoops, Skip-Its, skateboards, scooters, smart trikes, roller blades, bikes, roller skates, rip-sticks, wheeled shoes (Heely-type), Segways, firearms, weapons, knives, and selfie sticks.

- For your safety and the safety of the animals, staff and guests, the following actions are prohibited:
 - Smoking, vaping, walking around the Zoo with bare feet, climbing on, crawling under or crossing any fences or boundaries, yelling at or teasing animals, tapping on or hitting exhibits, throwing any objects, and feeding any animals, including wild ones.
- Chaperones must stay with the clients at all times.
- Groups or individuals from your group that do not respect Zoo rules, staff, or other guests may be escorted from Zoo grounds by our Park Rangers. This may jeopardize your group or any individual's eligibility for future visits.
- Once your group has entered the park, we are unable to locate them for you. It is your responsibility to communicate how you would like individuals arriving late to find your group once you are enjoying the Zoo.
- If there is a medical emergency, lost child, or someone in need of assistance, you can contact a member of our Phoenix Zoo Park Rangers at 602.568.8807.

*If you need to rent a wheelchair or electric scooter due to mobility concerns, you can exit through the gift shop at any time.

Following your Zoo Visit...

- Leave something behind? Contact our Ranger station to check the Lost and Found if you are missing anything following your field trip.
- Let us know how much you enjoyed the Zoo by filling out a comment card, writing a review online, or tagging us in your social stories.
- Tell your family and friends about your experience and share knowledge you gained with others!
 - Arizona Center for Nature Conservation's mission is to advance the stewardship and conservation of animals and their habitats while providing experiences that inspire people and motivate them to care for the natural world. By spreading the word of what you learned and the amazing experience you had, you directly support our mission.
- Visit us again!