FIELD TRIP TERMS AND CONDITIONS

BOOKING AND PAYMENT

Eligibility Requirements
To qualify for the Phoenix Zoo School Field Trip Program, groups must meet the following criteria:

- Be an Arizona public, private or charter school.
- Be composed of students in grades PreK – 12.
- Visit Monday – Friday during the months of July – May (subject to change).
- Include a minimum of 15 total participants.
- Maintain a supervision ratio of at least one adult chaperone for every ten students, with no more than one adult chaperone for every one student.
- Submit reservations a minimum of four (4) weeks prior to the requested visit date.
- Submit full payment no later than two (2) weeks prior to the visit date.
- Any field trip reservation with an outstanding balance after the two-week deadline will be cancelled.

Required Booking Information
The following information is required at the time of reservation:

- School name, address, phone number and district of your school.
- Total number of students and their grade levels.
- Please note that students requiring special accommodation(s) must be booked under a special education ticket type to qualify for a complimentary aide ticket.
- Total number of chaperones (including teachers).
- Number of buses.
- Booking contact name, phone number and official school email address.
- Day-of-visit emergency contact name and phone number.

Pricing

Standard Schools

- Students: $10 each
    - Students booked under a special education ticket type will automatically receive a complimentary ticket for an aide. The aide ticket is provided in addition to, and does not fulfill, the required chaperone ratio of one chaperone per 10 students.
- Adult Chaperones: $12 each
- Processing Fee: $25

ZooReach Schools (Title 1 Accreditation)

- Students: $4 each
    - Students booked under a special education ticket type will automatically receive a complimentary ticket for an aide. The aide ticket is provided in addition to, and does not fulfill, the required chaperone ratio of one chaperone per 10 students.
- Adult Chaperones: $4

Chaperone Information and Requirements

- Schools and organized groups are required to maintain a minimum supervision ratio of one (1) adult chaperone for every ten (10) students.
    - Teachers are considered chaperones and part of this ratio.
    - For each student enrolled in a special education service, one complimentary aide ticket will be issued to help support them while at the Zoo. Aide tickets are provided as an addition and do not count towards the required chaperone ratio.
- Groups may not exceed a ratio of one adult chaperone for every one student at the field trip discounted rate.
    - Complimentary aide tickets do not count towards the chaperone ratio.
- Chaperones are responsible for the behavior, safety and supervision of their assigned students at all times while on Zoo grounds.
- Students may not be left unattended and are not permitted to explore the Zoo without direct adult supervision, including middle and high school-aged students.

Failure to maintain appropriate supervision ratios or adequately supervise students during the visit may impact the eligibility to book future visits or programs with the Phoenix Zoo.

Booking and Payment Policy

- Reservations must be completed at least four (4) weeks prior to the visit date.
- Final attendance numbers and payment are due two (2) weeks prior to the visit date.
    - If updated attendance numbers are not provided, the reservation will be processed using the most recent numbers submitted.

    - **Following the final date of allowed adjustment, no adjustments to final attendance numbers will be accepted.** Any additional individuals not covered by the provided numbers will be required to purchase general admission tickets at the current general admission rate for entry.
- Full payment must be received two (2) weeks prior to the visit and may be submitted by check, credit card or purchase order.
    - Purchase orders must cover the full balance of the order and must be signed to be accepted.
- **If payment covering the full balance of the order is not received by end of day on the due date, the reservation will be cancelled** and a cancellation notice via email will be sent to the booking contact.

Cancellation and Reschedule Policy

Field trip reservations are non-transferable and non-reschedulable. If a school is unable to attend their field trip on the date booked, a new field trip reservation will need to be submitted online. We are unable to offer refunds for paid field trips.

Ticket Distribution

- Once payment has been processed, tickets will be mailed to the school office.
- Each group will receive printed admission tickets in the form of wristbands.
- It is the school's responsibility to distribute all wristbands to all students, chaperones and aides prior to their arrival. Ticketed wristbands are required for entry to the Phoenix Zoo.
- Lost or misplaced ticketed wristbands may be subject to a $25 reprint fee.

*If tickets have not arrived within seven (7) days of the scheduled visit, please contact the Phoenix Zoo by phone at 602-286-3800 or by email at **fieldtrips@phoenixzoo.org**.*

ARRIVAL AND ENTRY PROCEDURES

Arrival

- School buses will arrive through the main Zoo entrance:
  - 455 N. Galvin Parkway, Phoenix, AZ 85008.
- Upon entering the parking lot, groups may choose one of the two arrival options:
  - **Option 1: Nina Mason Pulliam Curbside Drop-Off**
    Curbside drop-off may result in a slightly delayed entry experience, as the number of buses permitted in the unloading area at one time is limited. Once you have entered the queue line, you may not exit the line or disembark the bus unless directed to do so by staff, in accordance with safety and security protocols.
    - Make the first right turn into the Giraffe Lot.
    - Keep to the right, following the perimeter of the parking lot to the Flamingo Lot.
    - Stop when you reach the posted Zoo Ranger and await further directions.
    - Zoo Rangers will direct buses to the school unloading zone in front of Nina Mason Pulliam South Gate when appropriate.
  - Following curbside drop-off:
    - Follow the outer perimeter of the parking lot staying along the city bus route.
    - Proceed straight out of the main lot as if you are heading toward the Galvin Parkway light. However, prior to reaching the light, you will turn left into the Giraffe Lot that was used upon your arrival.
    - Park in the designated area and remain parked until student pick-up.
    - Once parked, buses must remain stationary. Students and staff are expected to walk to the bus to load at the conclusion of their visit.
- Upon departure, buses may exit using one of the following routes:
  - Van Buren Street Exit: Allows for a right turn with generally free-flowing traffic.
  - Bus Parking Exit to Galvin Parkway: May require additional time due to multiple traffic lanes. However, a traffic signal at Galvin Parkway assists with left turns.

  - **Option 2: Park and Walk**
    While this option typically allows for a quicker entry experience, it does require students to travel through the parking lot. Field trip chaperones must always safely escort students through the parking lot.
    - Make the first right turn into the Giraffe Lot.
    - Keep to the right, following the perimeter of the parking lot to the Flamingo Lot.
    - Stop when you have reached the posted Zoo Ranger and inform them that you would like to park and walk rather than join the curbside queue.

- A Ranger will direct your group to the appropriate parking area.
- Once unloaded, students and chaperones will proceed in an organized group across the road and down the hill toward the Nina Mason Pulliam South Gate.
- Once parked, buses must remain stationary. Students and chaperones are expected to walk to the bus to load at the conclusion of their visit.
- Upon departure, buses may exit using one of the following routes:
    - Van Buren Street Exit: Allows for a right turn with generally free-flowing traffic.
    - Bus Parking Exit to Galvin Parkway: May require additional time due to multiple traffic lanes; however, a traffic signal at Galvin Parkway assists with left turns.

Entering the Zoo

- All students and chaperones must be wearing their ticketed wristbands prior to exiting the bus. Wristbands must be worn properly at all times while on Zoo grounds.
- Groups will enter through the Nina Mason Pulliam South Gate, where a Zoo representative will scan each wristband for admission.
- Schools may not assemble in unloading or entry areas.
    - Plaza de los Ninos, located inside Zoo grounds, can be utilized for group organization.
- Any individual without a ticketed wristband will be required to purchase a general admission ticket at the current general admission rate.

CODE OF CONDUCT

The Phoenix Zoo is committed to providing a safe and welcoming environment for all. To have a WILD time at the Phoenix Zoo, please show courtesy to Phoenix Zoo staff and fellow guests by avoiding all unsafe or aggressive behavior such as:

- Rudeness or disrespect
- Disruptive or offensive behavior
- Verbal harassment
- Abusive or foul language
- Threats or physical assault
- Failure to respond to staff instructions

Behavior Guidelines

- Do not yell at or tease the animals, throw any objects at or tap on or hit habitats.
- Respect all fences and boundaries. They are there for your safety and the safety of the animals. Do not climb or crawl on fences and boundaries.
- Do not share food with any animals, including free-roaming birds, squirrels, etc.
- Footwear is required at all times.
- Smoking or vaping is not allowed on Zoo grounds at any time.

Prohibited Items:

- Confetti, balloons, glitter or silly string
- Fake flower petals or leaves
- Uncooked rice or bird seed
- Straw or hay
- Paper lanterns, sparklers, fireworks or flashlights
- Weapons of any kind, including toy weapons
- Whistles or other devices that make loud sounds
- Balls, inflatable toys, frisbees, hula hoops, selfie sticks, drones or any other objects guests may be tempted to throw
- Bicycles, tricycles, scooters, skateboards, snake boards, wheelies, hover boards, segways, rip sticks, roller skates or roller blades
- Live animals

Any students or adults who violate these rules may be escorted off of Zoo grounds.