



Zoo Atlanta HomeSchool Academy Packet: What You Need To Know About HomeSchool Academy

Updated May 2016

Thank you for registering to participate in the HomeSchool Academy. We are excited to have you join us! Please review the contents of this packet to help you prepare for an exciting experience at the Zoo.

General Information

- Space is limited in the programs so only registered students can participate in class. Parents and siblings may tour the Zoo while students are in class. One parent per registered student and siblings 2 years old and under will be admitted into the Zoo for free. Additional parents and siblings will be admitted for an additional fee – these additional tickets should be purchased at the time of registration.
- Programs are designed to meet the needs of the specified age group. To make your child's program a positive experience, we must adhere strictly to these groupings. Requests to put students into older or younger age groups cannot be accommodated.
- Programs will take place rain or shine. Please dress accordingly.
- Flip-flops, sandals, and crocs should not be worn, as they will prevent the group from entering the behind-the-scenes areas that may be part of the program.
- Cell phones are permitted at the Zoo but must be turned off during the program.
- Please do not bring electronics including radios, televisions, mp3 players, video games, etc.
- For the safety of our animals, balloons, gum, and beverages with straws are not allowed in the Zoo.

Check-in & Pick-Up

- Please plan to check-in your child between 12:45pm & 12:55pm. Please plan to pick up your child at 3:00 PM.
- Check-in and pick-up will occur via the Education Conservation gate of the Zoo. The Education Conservation gate is located in the south (right-hand) corner of the Main Zoo Parking Lot located off Cherokee Avenue. (Please refer to the map at the end of this packet for more information.)
- Early arrivals will not be admitted into the Zoo prior to 12:45pm. Zoo members wishing to enter prior to 12:45pm may access the Zoo via the Main Admissions Gate at any time. Non-members must wait for the Education Conservation gate to open at 12:45pm.
- For your child's safety, an adult 18 years old or older, must check-in your child(ren) with Zoo Atlanta staff inside the ARC (Action Resource Center) located inside the Education Conservation gate. Please note that you must park your vehicle and bring the child(ren) to the check-in desk – the Zoo can be very busy on warm, sunny days and the parking lot fills quickly – please plan accordingly.

- To ensure the safety of all students, parents will be given a number (one per child) when they check-in their students. Please make sure that whoever picks up your child knows this number. If you do not know this number, you will not be allowed to pick up the child. If you are carpooling, please be sure you know the number for each of the students you are picking up.
- Participants arriving late must use the call box outside of the Education Conservation gate to call security. Please let them know you are here for the HomeSchool Academy program.
- If you are staying in the Zoo while your child is in class, you may enter and exit through the Education Conservation gate during check-in and pick-up times only.

General Reservations Policy

- Reservations are required prior to the program start date. "Morning-of" reservations are highly discouraged, as we cannot guarantee there will be any spots available. Please note: HomeSchool Academy is a very popular, well-attended program and often sells out well in advance of the program date – please register early!
- Walk-up registrations will not be accepted.
- Deposit is not required.
- Full payment is due upon reservation.

No-Show Policy

- No-show means customer did not speak with us before the program.
- Refunds, reschedules, transfers, or credits will not be issued for no-shows.

Cancellation Policy

- Cancellation means the customer did speak with us before the program.
- Cancellations received 2 or more weeks prior to the program start date will receive a full refund.
- Cancellation requests received less than 2 weeks prior to program start date will result in a loss of 50% of total cost of the cancelled reservation.

Date Change Policy

- Date changes that occur 2 or more weeks prior to original program start date will not incur a fee.
- Date changes that occur less than 2 weeks prior to original scheduled program will incur a 10% fee per reservation.
- Date changes can only be rescheduled to a class held during the current school year and cannot be carried over from one school year to the next school year.

For any questions regarding these policies or to make a change to your reservation, please contact the Education Reservations Center at 404.624.5822 or e-mail education@zooatlanta.org.



The Education Conservation Gate



- Please plan to check-in your child between 12:45pm & 12:55pm. Please plan to pick up your child at 3:00pm.
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- An adult 18 years old or older must check-in your child(ren) with Zoo Atlanta staff inside the ARC (Action Resource Center) located inside the Education Conservation gate. Please note that you must park your vehicle and bring the child(ren) to the check-in desk – the Zoo can be very busy on warm, sunny days (parking lots fill quickly) – please plan accordingly.