



**Family NightCrawler Packet:
What You Need To
Know About Family NightCrawler Overnights**

Updated Dec 2016

When all the zookeepers have gone home and the animals have drifted off to sleep, the only things stirring at Zoo Atlanta are... NIGHTCRAWLERS! Since 1989, Zoo Atlanta has given children and adults throughout the Southeast a unique opportunity to learn about zoos, their inhabitants, and wildlife conservation. Our fundamental goal is to provide you and your family with an educational and entertaining adventure that we are certain you will not soon forget.

Please review the following information carefully to help prepare you for this exciting experience! We look forward to your visit!

Sincerely,



NightCrawler Staff

TABLE OF CONTENTS

PAGE

Parental Guidelines (including No Smoking Policy)	2
Reservations Policies	3
NightCrawler Information	4-6
Map to Zoo Atlanta & Parking; Emergency Contact Information	7-9



Parental Guidelines

1. Review NightCrawler policies and rules (pages 4-6) with all participants. Parents are responsible for the management of children and enforcement of rules. It is difficult for instructors to stop programming to address disciplinary issues.
2. Children and adults must stay with groups at all times. No one may remain behind in cabins, cars, or other locations.
3. After lights out, parents must accompany children to and from the restroom.
4. If you need to bring cell phones to your overnight, please silence them during programs.
5. **Alcoholic beverages are prohibited.**
6. In compliance with the "Georgia Smokefree Air Act of 2005," Zoo Atlanta has become a smoke-free Zoo for the safety of our animals and guests. **Smoking is not permitted during NightCrawler programs.**

Smoking of tobacco products or e-cigarettes is NOT allowed in any Zoo Atlanta guest area (including all behind-the-scene locations).

In accordance with Sec. 106-9 - City of Atlanta Non-Smoking Ordinance, smoking is prohibited in outside facilities, including Zoo Atlanta parking lots.

7. Parents are responsible for all medical needs of their children. First aid kits are available, but parents are required to tend to and clean up after any child that becomes sick.
8. Zoo Atlanta prohibits pets and other animals on zoo grounds. Guests with pets will not be permitted inside the gates.
9. If you have any questions, please contact the Education Reservations Line at 404-624-5822 or email education@zooatlanta.org.



Reservations Policies

Please review the following information carefully. If you have any questions regarding these policies, please contact our Education Reservations Office at 404.624.5822 or e-mail education@zooatlanta.org.

Reservations, Deposit and Payment Policy

- Reservations are required at least 7 days prior to the program.
- Full payment is due upon reservation.
- Reservations made online that are unpaid or incomplete are automatically cancelled in our system. An e-mail will confirm a completed and paid reservation.

Cancellation Policies

- Cancellation means the customer did contact 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 the total program cost.
- Refund processing for cancellations may take up to 2-3 weeks.

No Show Policies

- No-show means customer did not give us notice before the program.
- Refunds will not be issued for no-shows.

Date Change Policy

- Date changes that occur 2 or more weeks prior to original session start date will not incur a fee.
- Date changes that occur less than 2 weeks prior to original date will incur a \$10.00 fee per re-scheduled family.
- New date requested will be accepted based upon availability.

Other Reservation Notes

- You will receive a confirmation call or e-mail from the Overnight Program Supervisor during the week prior to your event to verify details of your overnight. Please check your e-mail often for reservation updates.
- No payment is accepted the night of your NightCrawler program, which includes any payment for approved additional participants. The Education Reservations staff will call after final participant numbers are received from the NightCrawler staff to collect any balances due.



NightCrawler Information

General

- The minimum age for participants is 6 years old. NightCrawler programs are not appropriate for younger children.
- For logistical and security reasons, 7 p.m. is the cut-off time for late arrivals.
- Any guest who chooses to leave during the program (pm or am) will not be able to return to the group. Acceptable leave times are between 10-11p.m. and between 7-8a.m.

What to Bring

Each participant will need:

- a sleeping bag and a pillow.
- Toiletries (toothbrush, toothpaste, face cloth, etc.)
- to wear weather-appropriate clothing.
- to wear comfortable, closed-toe walking shoes, as we will be hiking all over Zoo Atlanta.

What Not to Bring

- Gum and beverages with straws are not allowed for the safety of our animals. In addition, balloons of any variety are not allowed in Zoo Atlanta.
- Air mattresses are discouraged, as they cramp sleeping areas. If an air mattress is necessary, must be limited to twin size.
- Children may not bring flashlights; however, adults may carry flashlights as long as they do not use them during indoor programs.
- Flip-flops, sandals, and crocs should not be worn, as they will prevent the group from entering the behind-the-scenes areas that are normally part of the program.
- Please do not bring electronics including radios, televisions, games, or electronic devices.
- **Alcohol is prohibited during the NightCrawler program.**
- **Smoking is prohibited during the NightCrawler program.** This includes e-cigarettes.

Parking

- If possible, set an environmentally-friendly tone for your evening and carpool to your overnight!
- Your vehicle is ultimately your responsibility and Zoo Atlanta will not be held responsible for damages to vehicles or personal property.
- Your group will park in the C-1 lot **or** the C-5 Education Conservation gate lot - see pages 7 and 8 for maps. The program supervisor will let you know by e-mail or phone, during the week prior to your NightCrawler, which parking lot your particular group will be utilizing.

Accommodations

- Your family will share an indoor, co-ed sleeping location with other participating families.
- Sleeping areas include Base Camp Discovery, the Gorilla Conservation Center, the ARC (Action Resource Center), and the Living Treehouse.
- Each facility is a short, well-lit walk to restrooms, and climate-controlled with power outlets.
- Please note **there are no shower facilities located at Zoo Atlanta.**
- All sleeping areas are similar; your instructor will lead you to your exciting location when you arrive.



NightCrawler Information (continued)

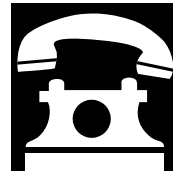


Meals

- Please eat dinner before arriving to Zoo Atlanta. Dinner is not provided by Zoo Atlanta.
- We provide a small snack during your program. Bring additional snacks and beverages (including water) if desired, but remember gum, glass, or beverages with straws are not allowed. We do not have storage for snacks, etc., so please bring coolers.
- We serve a continental breakfast including various cereals, bagels and cream cheese, blueberry muffins, yogurt, and juices.
- If your family has allergies or special dietary needs, please bring appropriate foods and snacks.

Important Phone Numbers

- Reservations Questions: 404.624.5822
- Programming Questions: 404.624.5822
- Emergency/Security: 404.624.5670





NightCrawler Information (continued)



Program Schedule

- 6:00 p.m. Arrive at the NightCrawler parking lot using the map included in this packet. Please note there are two parking locations and the Program Supervisor will inform you by e-mail or phone, during the week prior to your NightCrawler, as to which parking lot your family will be utilizing.
- 6:30 p.m. Evening activities begin promptly, which include tours, an animal encounter*, a snack, and other exciting activities.**
- 10:00 p.m. Get ready for bed!
- 11:00 p.m. Lights out
- 7:00 a.m. Wake up
- 7-8 a.m. Load up all luggage and personal belongings back into your vehicles and clean up sleeping area.
- 8:00 a.m. Breakfast
- 8:30 a.m. Begin Guided Tour of Zoo Atlanta.
- 10:30 a.m. NightCrawler program concludes at the Zoo Atlanta Trading Company, near the front admissions gate. After visiting the gift shop, please stop by the front entrance to find out about exciting public programs scheduled that day.

*Certain animals are designated as touchable. If these animals are available for programs, touching will be permitted. No specific animal requests can be guaranteed. Be sure to wash your hands after the program.

**Activities and schedule may vary based on unforeseen circumstances

Souvenirs

Unfortunately, time does not allow the opportunity to buy souvenirs during the NightCrawler program. However, your NightCrawler instructor will lead you to the Gift Shop at the end of the morning tour, where you will receive 10% off all items in the gift shop with your nametag.





Zoo Atlanta NightCrawler Parking Maps



NightCrawler parking is located in two locations, either in the C-1 lot or the C-5 Education Conservation gate lot. The program supervisor will inform you by e-mail or phone, during the week prior to your NightCrawler, as to which parking lot your particular group will be utilizing. Please do not arrive to the front gate of Zoo Atlanta.

The C-5 Education Conservation Gate Lot





Zoo Atlanta NightCrawler Parking Maps

The C-1 Gate Lot



If you are heading South down Cherokee Avenue SE take the first left immediately before C-1 Gate. Continue down the road and you will find the C-1 Gate. Use the call box on your left to call Zoo Atlanta Security and they will let you in!





Emergency Contact Information



Emergency Contact Info:

Zoo Atlanta Security: 404-624-5670

NightCrawler PM Contact: 404-624-5947

Zoo Atlanta Address:
**800 Cherokee Avenue SE, Atlanta,
GA 30315**