



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

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

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Reservations Policies

Please review the following information carefully. If you have any questions regarding these policies, please contact WILDLine Reservations Center at 404.624.WILD 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 & No Show Policies

- Cancellations received 2 or more weeks prior to the program start date will not incur a fee.
- 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 takes 2-3 weeks.
- 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 to verify details of your overnight. Please also check your e-mail often for reservation updates.
- No payment is accepted the night of an overnight, which includes any payment for approved additional participants. The WILDLine Reservations staff will call after participant numbers are received from NightCrawler staff to collect any balances due.



NightCrawlers Information

General

- The minimum age for participants is 6 years old. NightCrawler programs are not appropriate for younger children.
- For logistical and security reasons, 7p.m. is the cutoff time for late arrivals.
- Anyone leaving during the evening will not be able to return to the group. Acceptable leave times are between 10-11p.m. and after 7a.m.

What to Bring

Each participant will need:

- a sleeping bag and a pillow
- 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 because they often cramp sleeping areas.
- 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, mp3 players, video games, etc.

Parking

- Set an environmentally-friendly tone for your evening and carpool to your overnight!
- We have space for 1 car per family in secured parking.
- Your vehicle is ultimately your responsibility and Zoo Atlanta will not be held responsible for damages to vehicles or personal property.
- Your family will park in either the C-1 lot noted by the lion icon or the C-5 lot indicated by the frog icon on the map. The program supervisor will contact you prior to your program and designate your parking location.



Accommodations

- Your family will share a coed sleeping location with other participating families.
- Sleeping areas include Base Camp Discovery, the 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 comparable; your instructor will lead you to your exciting location when you arrive.



NightCrawlers Information (continued)

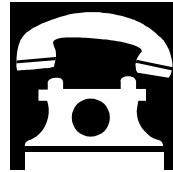


Meals

- ❑ Please eat dinner before arriving to Zoo Atlanta.
- ❑ We provide a snack during your program. Bring additional snacks if desired, but remember gum or beverages with straws are not allowed.
- ❑ We serve a continental breakfast including various cereals, bagels and cream cheese, muffins, fruit cups, yogurt, and juices.
- ❑ If your family has special dietary needs, please bring appropriate foods and snacks.

Important Phone Numbers

Reservations Questions: 404.624.WILD
 Programming Questions: 404.624.5947
 Emergency/Security: 404.624.5670



Program Schedule

6:00 p.m. Arrive at Zoo Atlanta using the map enclosed in this packet. Please note there are two parking locations and the Program Supervisor will inform you by e-mail or phone 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

7-8a.m. Load up all luggage and personal belongings back in your vehicles and clean up sleeping area.

8:00 a.m. Breakfast

8:30 a.m. Guided tour of Zoo Atlanta and other activities begin!*

10:30 a.m. NightCrawlers conclude at the Zoo Atlanta Trading Company. 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. Animal encounters occur in programs for grades PreK-6. 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 or film 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. Also with your name badge you will receive a complimentary ride on the “Norfolk Southern Zoo Express” train ride or our carousel.





Parent Guidelines

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- A decorative banner consisting of a series of black triangles pointing downwards, with white vertical lines separating them.
1. Review NightCrawlers policies and rules (pages 3-4.) with all participants. Parents are responsible for the management of children and enforcement of rules. It is difficult for instructors to stop programming to discipline participants.
 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 NightCrawlers.
 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. Firearms and other weapons are not permitted inside Zoo Atlanta.



NightCrawlers Map to Zoo Atlanta

NightCrawler parking is located in two locations indicated by the **LION & FROG** icons. The program supervisor will inform you by e-mail or phone as to which parking lot your family will be utilizing. Please do not arrive to the front gate of Zoo Atlanta.

