



**Teacher & Group Leader Packet:  
What You Need To Know About Group NightCrawler Overnights**

*Updated July 2017*

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 group with an educational and entertaining adventure that we are certain you will not forget.

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

Sincerely,



**NightCrawler Staff**

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## Teacher, Group Leader, & Chaperone Guidelines

1. All chaperones must be at least 18 years of age.
2. Review NightCrawler Information & Guidelines with all participants. Be sure to pass this Information Packet along to the other Chaperones in your group prior to the date of your visit. Chaperones are responsible for the management of the youth and enforcement of rules. It is difficult for instructors to stop programming to address disciplinary issues.
3. All youth, adults, and chaperones must stay with their Instructor-led group at all times. No one may remain behind in classrooms, cars, or other locations.
4. After lights out, a chaperone from your group must accompany youth to and from the restroom.
5. If you need to bring cell phones to your overnight, please silence them during programs.
6. **Alcoholic beverages are prohibited.**
7. 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.**
8. Chaperones are responsible for all medical needs of their group. First aid and biohazard kits are available, with needed supplies. Chaperones are also required to clean up after any youth who becomes sick.
9. Zoo Atlanta prohibits pets and other animals within the zoo. Guests with pets will not be permitted inside the gates.
10. If you have any questions, please contact the Education Reservations Line at 404-624-5822 or email [education@zooatlanta.org](mailto:education@zooatlanta.org).

**Thank you for all your help!**



## Reservations Policies & Timeline

### General Reservation Policies:

- Reservations are required at least 5 weeks prior to program date.
- A non-refundable deposit of \$50 is due at time of reservation.
- Final count of participants and final payment are due 4 weeks prior to program date. Participant numbers cannot change after this date without approval from the Program Supervisor.
- Minimum group size is 10 participants, including youth/adults/parents/chaperones.
- Minimum age for participants is 6 years-old.
- One adult (parent, teacher, leader, or chaperone) per ten youth is required and admitted free of charge.
- If you need to adjust any information on your reservation, contact the Education Reservations Line at (404) 624-5822 or send an email to: [education@zooatlanta.org](mailto:education@zooatlanta.org).
- Program will be held rain or shine. No refunds.
- **Collection of funds and payment for all attendees – youth, adults (teachers, parents, leaders, and/or chaperones) including additional youth or adults – is the responsibility of the school or group. Payment must be made to Education Reservations personnel. Any balance due will be billed to the school or group.**

### No-Show & Credit Voucher Policies:

- No-show means customer did not give Zoo Atlanta's Education Department notice before the scheduled program.
- Refunds will not be issued for group no-shows.
- Credit vouchers, good towards other Zoo Atlanta Education programs, can be granted for partial group no-shows.
- To receive a Credit Voucher for partial group no-shows, customer must contact Reservations Personnel by emailing [education@zooatlanta.org](mailto:education@zooatlanta.org) or calling (404) 624-5822 within the 2 weeks following the date of their program.
- Voucher will be issued only to the contact person noted on the reservation.

### Cancellation Policies:

- Cancellation means the customer did contact Zoo Atlanta's Education Department before the scheduled program.
- Customer cancellations received 2 or more weeks before the scheduled program date will forfeit the deposit as a cancellation fee.
- Customer cancellations received less than 2 weeks prior to the scheduled program date will incur a cancellation penalty fee of 50% of the total cost of the program.

### Date Change Policies:

- Date change requests must be made at least 2 weeks prior to scheduled program date to avoid forfeiture of deposit.
- Date change requests made less than 2 weeks before the original program date will result in loss of original deposit. Another deposit will be required.
- New program date must follow the General Reservations Policies; be at least 5 weeks in advance; is subject to availability.



## Reservations Policies & Timeline (continued)

### General Timeline:

#### 4 weeks prior to the overnight:

- Final count of participants is due 4 weeks prior to program date.
  - Participant numbers cannot change after this date without approval from the Program Supervisor.
  - If participant numbers decrease after this date, customer must forfeit \$50 for each room reserved that is no longer needed.
- Final Payment is due 4 weeks prior to program date.  
Final Payment = Total cost of program, less deposit already paid.

#### 2 weeks prior to the overnight:

- Cancellations: Customer cancellations received at, or prior to, this time will forfeit the deposit as a cancellation fee. Customer cancellations received after this time will incur a penalty fee of 50% of the total cost of the program as a cancellation fee.
- Date Changes/Reschedules: Date changes must be requested at least 2 weeks prior to the scheduled program date to avoid forfeiture of deposit. New date subject to availability.

#### 1 week prior to the overnight:

- You will receive a confirmation call or e-mail from the NightCrawler Program Supervisor to verify details of your overnight. Please check your e-mail and/or voicemail often for reservation updates.
- Please review the Chaperone Guidelines with your adult participants.

#### 48 hours prior to the overnight:

- To receive a credit voucher for a reduction in headcount, you must contact us no later than 48 hours prior to the date of your program. Credit vouchers are granted for individual/partial group no-shows and are valid towards other Zoo Atlanta Education programs. For voucher, send an email to: [education@zooatlanta.org](mailto:education@zooatlanta.org) or call (404) 624-5822. Please provide your reservation number.

#### Night of program:

- There will be no refunds for no-shows.
- Payment for approved additional participants is not/cannot be accepted the night of your program; a reservationist will contact you after your overnight to collect any balance due.

#### After your program:

- Your NightCrawler program will end at 10:30am. Your group is welcome to stay and explore the Zoo on their own until close of business.
- Zoo Staff will send an electronic survey to the lead chaperone of your group via Survey Monkey. Please complete this survey – all feedback is welcome!



## NightCrawler Information



### General

- The minimum age for participants is 6 years old. Programs are not appropriate for younger children.
- For logistical and security purposes, 7p.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: between 10-11p.m. and between 7-8a.m.
- Please divide your group into smaller groups of 25 or less (each including youth and adults) prior to arrival at the Zoo.

### 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-toed walking shoes, as we will be hiking all over Zoo Atlanta.

### What Not to Bring

- Air mattresses are discouraged, as they cramp sleeping areas. If an air mattress is necessary, must be limited to twin size.
- Flip-flops and sandals should not be worn, as they will prevent the group from entering certain behind-the-scenes areas that are normally part of the program.
- Youth may not bring flashlights; however, adults may carry flashlights as long as they do not use them during indoor programs.
- For the safety of the animals, glass, gum and beverages with straws are not allowed.
- Please do not bring electronics including radios, televisions, games, or electronic devices.
- Alcohol is prohibited during the NightCrawler program.

### Parking – Cars

- If possible, set an environmentally-friendly tone for your evening and carpool to your overnight!
- We have space for 1 car per 5 participants in secured parking.
- Your vehicle is ultimately your responsibility and Zoo Atlanta is not responsible for damages to vehicles or personal property.
- If participants will be dropped off individually, call at least two weeks prior to your overnight and make arrangements.
- Your group will park in the C-1 lot or the C-5 Education Conservation gate lot - see pages 8 and 9 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.



## NightCrawler Information (continued)



### Parking – Buses

If your bus will remain on Zoo grounds overnight during your NightCrawler:

- Buses must be moved from the Cherokee Ave. parking lot to the Boulevard parking lot by 8:30am sharp. Be sure your bus driver is available. Our instructors will guide the drivers to the Boulevard lot.

If your bus will not remain on Zoo grounds overnight during your NightCrawler:

- Bus must arrive to the Education Conservation gate in the Cherokee Ave. parking lot by 7:30am to be re-packed/loaded. Buses will then be moved from the Cherokee Ave. parking lot to the Boulevard parking lot by 8:30am sharp. Our instructors will guide the drivers to the Boulevard lot.

### Accommodations

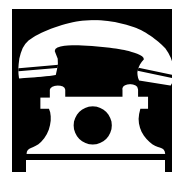
- Sleeping areas are all indoors and include Base Camp Discovery, Gorilla Conservation Center, Education Conservation ARC, Georgia Extremes, and the Living Treehouse. If you would like to book a specific room (based on availability), please contact reservations, as there is an additional \$50-\$100 fee per room for specific room requests.
- Each facility has a short, well-lit walk to restrooms, and each facility is climate-controlled with available power outlets. There are no shower facilities available at Zoo Atlanta.
- All sleeping areas are similar and your instructor will lead you to your location when you arrive.

### 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 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 group, or any group member, 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 particular group will be utilizing.
6:15 p.m.	Your instructor will meet your group at your assigned parking lot for check-in.
6:45 p.m.	Evening activities begin, which include tours of the Reptile House and Animal Nutrition Kitchen, an animal encounter*, and themed activities. **
10:00 p.m.	Evening program ends; prepare for bed.
11:00 p.m.	Lights out
7:00 a.m.	Wake up
7-8a.m	<u>Buses must be available by this time.</u> Load all luggage and personal belongings back into your vehicles. Clean up sleeping locations, pick up all trash, and tidy up classrooms.
8:00 a.m.	Breakfast
8:30 a.m.	Begin your guided tour of Zoo Atlanta.
10:30 a.m.	NightCrawlers 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 students wash their 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.





## NightCrawler Parking Maps of Zoo Atlanta

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







## NightCrawler Parking Maps of Zoo Atlanta (continued)

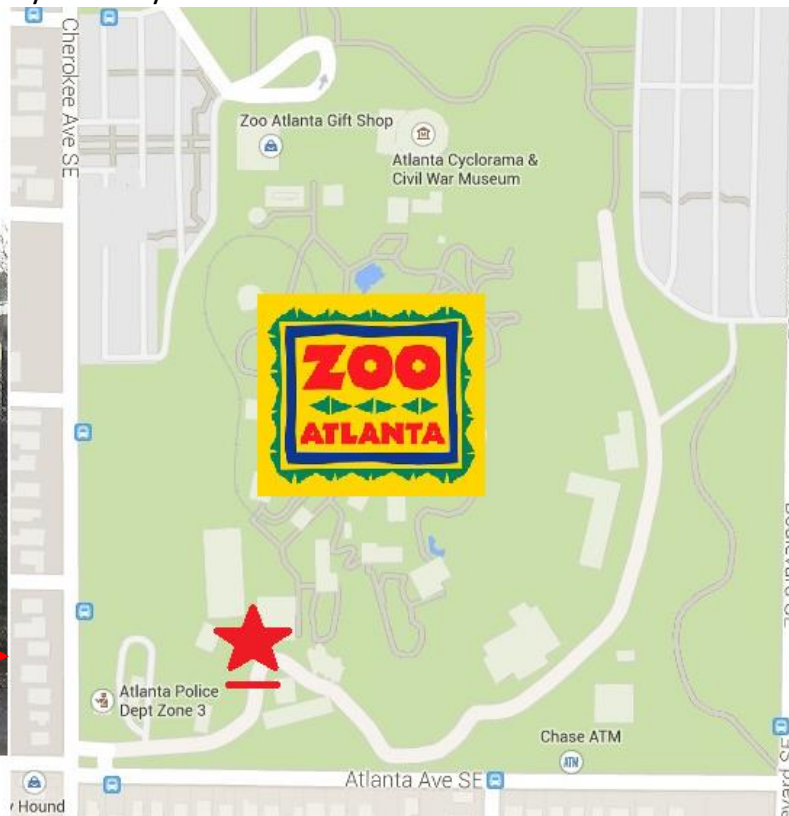
### The C-1 Gate Lot



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!



**This is the C-1 Gate!**





## 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**