



Updated August 2017

Teacher & Group Leader Packet: What You Need to Know About the Zoo Challenge Program

General Reservations 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 payment and final count of participants is due 4 weeks prior to program date. Participant numbers cannot increase after this date without approval from a Program Supervisor.
- Minimum group size is 10 participants, includes children and adults (teachers, parents and/or chaperones).
- Programs occur rain or shine, **no refunds**. Please have your group dress appropriately and wear comfortable shoes.
- **Collection of funds and payment for all attendees – children, adults (teachers, parents and/or chaperones), additional children or adults – is the responsibility of the school or group. Payment must be made to Education Reservations personnel. Any balances 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 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 program date will forfeit the deposit as a cancellation fee.
- Customer cancellations received less than 2 weeks prior to the program date will incur a cancellation penalty fee of 50% of total cost of 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 changes made less than 2 weeks before 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.

General Zoo Challenge Information

Grades	Min.	Max.	Program Schedule
PreK – 12	10	120	120 minutes – Inquiry based learning stations solving real-world challenges.

Teacher and Group Leader Information

- Program Activity Packets were developed by Zoo staff and certified Georgia teachers. These packets include activities to conduct with your class prior to your visit. Packets are located on the [Classroom Resources](#) page of our website.
- Bring a printout of your registration Confirmation Form on the day of your program.
- **Where to meet:** Please arrive 15 minutes prior to your program start time. Do not enter the Zoo via the main Admissions Gate. Your group should arrive at the Education Conservation Gate located in the right hand corner of the Cherokee Avenue parking lot. Have buses drop the group off and use the call box to let security know you have arrived for your Zoo Challenge program. Within a few minutes, a Zoo Atlanta Education staff member will greet you at the gate and escort your group to the program.
- **If you arrive earlier** than your program time, please go to the Education Conservation Gate and use the call box to let security know you are here for a Zoo Challenge program. 15 minutes prior to your program start time, you will need to return to the Education Conservation Gate. Within a few minutes, a Zoo Atlanta Education staff member will escort your group to the program.
- **If you are running late**, please call 404.624.5822 so we can alert your instructor. Upon arrival please go to the Education Conservation Gate and use the call box to let security know you are here for a Zoo Challenge program. Programs may be canceled, shortened, or already in progress. If you are more than 15 minutes late, you may not be able to join a program already in progress and/or your program may be cancelled. You may contact the Education Reservation Center at 404.624.5822 with any questions.
- We ask you to refrain from eating or opening packages of food during a program.
- Please use the Chaperone Guidelines below to prepare your chaperones for their role during the visit. Be sure to notify them when and where to meet for lunch and departure.

Chaperone Guidelines

- Review the following rules with your group:
 - Stay with the chaperone at all times.
 - Follow any directions given by teachers, group leaders, chaperones, and Zoo staff.
 - Do not climb on exhibits, fences or rocks or tap on the exhibits with glass.
 - Walk, rather than run, to avoid getting hurt or scaring the animals.
 - Pick up your trash and recycle.
 - Respect the animals – do not make loud noises.
 - Headphones or cell phones must be turned off and put away during the visit, and we suggest that students avoid bringing them onto Zoo grounds, as we are not liable for loss or damage.
 - Go to a Zoo staff member if you can't find your chaperone.
- Count your group each time you leave an exhibit or reach a new exhibit to ensure everyone is present.
- Discipline is your responsibility; consult your group leader if you need assistance.
- Check with your group leader to make sure you know where and when to meet for lunch and for departure.
- Obtain a Zoo map and daily schedule from the admission booth or from your group leader.
- During your visit, encourage the students to ask questions and then look for their own answers by observing the animals, reading signs, and making guesses.
- Attend Zoo activities listed on the back of your map to ensure a full day.

Thank you for your participation!

If you have additional questions or concerns, please visit our website at zooatlanta.org or contact Education Reservations Center at 404.624.5822.

Map to Zoo Atlanta

The Education Program entrance is located at the Education Conservation Gate in the Cherokee Ave parking lot on the west side of the Zoo. To reach the Education Conservation Gate, you must enter the Cherokee Avenue parking lot (see next page for further detail). Group leaders, please use the security call box to notify the Education staff of your arrival. After dropping the students off at the Education Conservation Gate, buses must either parallel park along Cherokee Avenue or in the Boulevard parking lot. For Pick-up, buses must use the turn-around circle at the front of the Zoo. Buses will not be allowed to pick up students at the Education Conservation Gate upon departure.



