



Teacher & Group Leader Packet: What You Need To Know About ZooMobile

Updated May 2017

General Reservation Policies

- Reservations are required at least 5 weeks prior to program date.
- Non-refundable deposit of \$50 is due at time of making reservation.
- Final payment and final headcount are due 4 weeks prior to program date. Participant numbers cannot increase after this date without approval from a Program Supervisor.

No-Show & Credit Voucher Policies

- Refunds will not be issued for schools or program sites unprepared for their ZooMobile visit.

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 50% of total cost of program as a cancellation fee.

Date Change Policies

- Date changes 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 be at least 5 weeks in advance and is subject to availability.

General ZooMobile Program Information

Grades	Min.	Max.	Schedule for Each Session
PreK-12	10	60	30-minute interactive discussion with 3 animal encounters 15 minutes for last animal encounter (touching)

Teacher and Group Leader Information

- Our Program Activity Packets were developed by Zoo staff and certified Georgia teachers. These packets include activities to conduct with your class before and after your program.
- All programs and packets are correlated with the new Georgia Performance Standards.
- Download packets that are relevant to your group's grade level from your email confirmation, or contact 404.624.5822 to request one via mail.
- Make sure you have provided the Zoo with an accurate address, written directions and phone number to the program location at least 2 weeks prior to your program. You may also include maps, but written directions are required. Incorrect/incomplete directions that cause the driver to become late or lost may result in shorter program time.
- If mileage to the program location is greater than 65 miles from Zoo Atlanta, please call 404.624.5822.
- Locate a quiet, temperature-controlled area for the program. Also, this area must not be near other animals or food items.
- Set up program location with a table and chair for the presenter at the front. If possible, arrange the students' chairs in a U-shape formation. If chairs must be arranged in rows, please allow adequate space for instructor movement in between the rows.
- The ZooMobile must be parked close to the indoor program location for ease of animal transport and for the van to be available in the event of unforeseen circumstances.
- For the safety of both the students and the Zoo animals, teachers and chaperones must remain in the room for the entire program to assist with classroom management.

Student Expectations

- Review the following behavioral expectations with your students:
 - Follow any directions given by Zoo staff.
 - Respect the animals – do not make loud noises or sudden movements.
 - Any headphones or cell phones must be turned off and put away during the program.
- Please remind students of the rules and follow up if needed. Animal presentations may be discontinued if the welfare of an animal is in question.

Animal Encounters

- Animal encounters occur in all outreach programs. Up to three animals will be introduced during each session.
- Certain animals will be designated as touchable. If these animals are available for programs, touching will be permitted. Touching of animals will only be permitted for the last animal at the end of the program.
- Be sure students wash their hands after the program.
- No specific animals can be guaranteed.
- Example ZooMobile program animals include: tortoise, chinchilla, hedgehog, snake and lizard.

After your program, we will be following up with a survey so we can better meet your needs and those of your students.

Thank you for your participation!

If you have any additional questions or concerns, please visit our website at zooatlanta.org or contact us at 404.624.5822