



**Panda Keeper for a Day Information Packet:  
What You Need To  
Know About Keeper for a Day**

Thank you for registering for our Panda Keeper for a Day program. We look forward to your visit. Please review the contents of this packet that will help prepare you for an exciting experience at the Zoo.

**General Information**

- **Participants must bring the appropriate Zoo Atlanta Adult or Minor Release & Waiver in order to participate in the program.** Both forms are available on pages 5 & 6 of this packet. If the person participating in the program is 14-17 years old, a parent or legal guardian must fill out and sign the Minor form. If the participant is 18 years or older, the adult participating in the program must complete and sign the Adult form. ***PLEASE NOTE: Due to Zoo regulations regarding behind-the-scenes activities, anyone who does not bring a signed Release & Waiver will not be able to participate in the program.***
- Participants must be at least 14 years of age to participate in the program.
- Due to animal safety regulations, any visitor who has been out of the country 10 days prior to the program will not be allowed to participate in the program.
- Participants with a puppy or kitten under six (6) months old at the time of the program will have to be rescheduled to another program date when the animal is over the age of 6 months old. In the event another date cannot be arranged, a full refund will be given.
- Participants who have a pet at home that shows symptoms of an illness within 14 days prior to their program should call the Education Reservation Center (404-624-5822) as soon as possible to speak to the program supervisor.
- This program only involves the Giant Pandas. Red Panda is not included in this program.
- To ensure your safety and the safety of our animals while behind-the-scenes, follow all instructions given by keepers and Zoo staff. **Participants who are not following instructions will be asked to leave the program and will not receive a refund.**
- Participants will perform similar tasks as Zoo Atlanta Zookeepers, however there are some tasks that only zoo staff will perform. Participants should be prepared to get dirty and be on their feet most of the day.
- Our panda building follows special animal safety procedures to ensure our pandas stay healthy. Participants who do not follow these procedures will not be allowed to participate.
- Participants will be expected to work in all weather conditions, perform some strenuous work, **and lift up to 25 pounds.**
- Unfortunately, behind-the-scenes areas are not handicapped accessible.
- Please note: programs involving the Zoo's animal collection are subject to change; therefore, we cannot guarantee you will work with specific animals during the program.
- For logistical reasons, participants are not allowed to leave the program early.



- Since programs involving the Zoo's animal collection are subject to change, the programs may be cancelled by us at any time due to animal needs. If Zoo Atlanta cancels the program, a full refund will be given. We do not refund travel, lodging or any other type of expenses.

### Arrival

- Please plan to arrive on time for your program (12:45).
  - Please note: depending on the time of year, parking can be difficult to find. Please plan accordingly when making travel plans.
- This program does not include or provide time for lunch. Please plan to eat lunch before your arrival at Zoo Atlanta.
- You will meet your program instructor outside of the Education Conservation gate of the Zoo. The Education Conservation gate is located in the South corner of the Main Zoo Parking Lot located on Cherokee Avenue. (Please refer to the map at the end of this packet for more information.)
- Participants arriving late must use the call box outside of the Education Conservation gate to call security. Please let them know you are here for the Keeper for a Day program.
- The program concludes at 4:30pm. You are free to remain in the Zoo until closing time.

### What to Wear

- To protect the safety of our Pandas, participants will need to change into Zoo approved medical scrubs once they enter the building. Scrubs will be provided by Zoo Atlanta.
- Participants will be provided rubber boots or plastic shoe covers to be worn while inside the building. No outside shoes will be allowed into the building.
- Participants **must** wear socks.
- Please dress comfortably for the day and appropriately for the weather. Programs will take place rain or shine and in all temperatures.
- A shirt and nametag will be provided for participants to wear during the program. Participants must wear both of these items during the program. Participants will have time to change when they first enter the behind the scenes area.
- Flip-flops, sandals, and other open-toed or open-backed shoes should not be worn, as they will prevent participants from entering the behind-the-scenes areas that are part of the program.

### What to Bring

- Make sure to bring a completed and signed Zoo Atlanta Release & Waiver. See the "General Information" section of this packet for more details about this form.
- Please bring a water bottle to stay hydrated as you work with the keepers during the day!
- Bring your digital or film camera to commemorate your experience! Camera phones are allowed, but please note that video recording is not allowed.

### What Not to Bring

- Cell phones are permitted at the Zoo but must be turned on silent during the program.
- Video cameras are not permitted.



- For the safety of our animals, balloons, gum and beverages with straws are not allowed in Zoo Atlanta.
- Please do not bring electronics including radios, televisions, mp3 players, video games, etc.
- Leave valuables at home, as there will not be a secure place to store them during the program.

### **What to know about working with Zoo animals:**

Although our animals are trained to work with their human caregivers, they are still wild animals and their behavior is unpredictable. **There is no touching allowed; they are still bears.** It is important that you pay close attention to the guidance and instructions of Zoo staff. Never enter any animal area without direction from the keeper. Always wait for instructions and authorization from the keepers before approaching any of the animals while participating in training and feeding sessions. When in doubt, ask a keeper.



## Reservations Policies

Please review the following information carefully.

### General Reservations Policy

- Reservations are required prior to the program start date.
- Deposit is not required.
- Full payment is due upon reservation.

### No-Show Policy

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

### Cancellation Policy

- Cancellation means the customer did contact us before the program.
- Cancellations received 2 or more weeks prior to the program start date will incur a 10% cancellation fee per reservation.
- Cancellation requests received less than 2 weeks prior to program start date will result in a loss of 50% of total cost of the cancelled reservation.

### Date Change Policy

- Date changes that occur 2 or more weeks prior to original program start date will not incur a fee.
- Date changes that occur less than 2 weeks prior to original scheduled program will incur a 10% fee per reservation.

For questions regarding these policies or to make a change to your reservation, please contact the Education Reservations Center at 404.624.5822 or e-mail [education@zooatlanta.org](mailto:education@zooatlanta.org).



**ZOO ATLANTA**  
**MINOR RELEASE AND WAIVER**

**\*\*Please have a parent or legal guardian complete this form if the program participant is 14 to 17 years old.**

THIS AGREEMENT entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, between **Zoo Atlanta** and **(Print parent or legal guardian name here)** \_\_\_\_\_ (hereafter referred to as "**Customer**") on behalf of **(print minor participant name here)** \_\_\_\_\_ (hereafter referred to as "**Participant**").

**Zoo Atlanta** understands that the **Customer** has volunteered to register his/her child in the Keeper for a Day Program to be held on or from \_\_\_\_\_ to \_\_\_\_\_ at **Zoo Atlanta**.

- **Customer** accepts that he/she is responsible for their child's timely arrival and departure to and from the Program and/or Zoo Atlanta.
- **Customer** also understands that there are risks arising from participation in the above Program, including, **without limitation**, risks arising from (1) the use of Zoo Atlanta's facilities and equipment, (2) activities conducted in potentially adverse weather conditions (such as heat, humidity or rain), (3) contact with zoo animals and their byproducts, (4) contact with food, products, tools, and other items used to care for and maintain zoo animals, (5) riding in vehicles owned by Zoo Atlanta or Zoo Atlanta personnel, whether or not at Zoo Atlanta's facilities (such as to obtain meals or Program supplies or for any other purpose while participating in the Program), and (5) working with Zoo Atlanta personnel in connection any of the foregoing.
- **Customer** affirms and voluntarily accepts all of these risks.

**Zoo Atlanta** is allowing the **Participant** to participate in this Program. **Customer** hereby releases, promises not to sue, and forever discharges **Zoo Atlanta** and its trustees, officers, agents, employees, students and volunteers from any and all claims, demands, rights, and causes of action of whatever kind or nature. This release applies to, but is not limited to negligence, unforeseen bodily and personal injuries, damage to property, and the consequences resulting from or in any way relating to, a **Participant's** participation in the Program.

- By signing this release, the **Customer** agrees that the terms of this **Release** are binding upon the **Customer** and his/her heirs, executors and assigns, and all members of **Customer's** family.
- **Customer** accepts that this **Release** is governed by and interpreted in accordance with the laws of the State of Georgia without regard to conflict of laws or principles. In the event that any clause or provision of this **Release** is held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this **Release**.

**Signature of Customer/Responsible Party Required**

By signing below, **Customer** hereby affirms that he/she has carefully read the entire **Release** before signing, and agrees to comply with all of the above terms and conditions.

Print Program Participant Name: \_\_\_\_\_

Print Adult/Guardian (Customer) Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Signature of Customer/Responsible Party:** \_\_\_\_\_ **Date:** \_\_\_\_\_



**ZOO ATLANTA**  
**ADULT RELEASE AND WAIVER**

**\*\*Please complete this waiver if you are 18 years old or over and participating in this program.**

THIS AGREEMENT entered into this \_\_\_\_ day of \_\_\_\_\_, 20\_\_ , between **Zoo Atlanta** and (**Print participant name here**) \_\_\_\_\_ (hereafter referred to as "**Customer**").

**Zoo Atlanta** understands that the **Customer** has volunteered to register himself/herself in the Keeper for a Day Program to be held on or from \_\_\_\_\_ to \_\_\_\_\_ at **Zoo Atlanta**.

- **Customer** accepts that he/she is responsible for their timely arrival and departure to and from the Program and/or Zoo Atlanta.
- **Customer** also understands that there are risks arising from participation in the above Program, including, **without limitation**, risks arising from (1) the use of Zoo Atlanta's facilities and equipment, (2) activities conducted in potentially adverse weather conditions (such as heat, humidity or rain), (3) contact with zoo animals and their byproducts, (4) contact with food, products, tools, and other items used to care for and maintain zoo animals, (5) riding in vehicles owned by Zoo Atlanta or Zoo Atlanta personnel, whether or not at Zoo Atlanta's facilities (such as to obtain meals or Program supplies or for any other purpose while participating in the Program), and (5) working with Zoo Atlanta personnel in connection any of the foregoing.
- **Customer** affirms and voluntarily accepts all of these risks.

**Zoo Atlanta** is allowing the **Customer** to participate in this Program. **Customer** hereby releases, promises not to sue, and forever discharges **Zoo Atlanta** and its trustees, officers, agents, employees, students and volunteers from any and all claims, demands, rights, and causes of action of whatever kind or nature. This release applies to, but is not limited to negligence, unforeseen bodily and personal injuries, damage to property, and the consequences resulting from or in any way relating to, a Customer's participation in the Program.

- By signing this release, the **Customer** agrees that the terms of this **Release** are binding upon the **Customer** and his/her heirs, executors and assigns, and all members of **Customer's** family.
- **Customer** accepts that this **Release** is governed by and interpreted in accordance with the laws of the State of Georgia without regard to conflict of laws or principles. In the event that any clause or provision of this **Release** is held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this **Release**.

**Signature of Customer/Responsible Party Required**

By signing below, **Customer** hereby affirms that he/she has carefully read the entire **Release** before signing, and agrees to comply with all of the above terms and conditions.

Print Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Signature of Customer: \_\_\_\_\_

Date: \_\_\_\_\_



## Map to Zoo Atlanta

Please plan to meet your instructor at the Education Conservation gate, indicated on this map by the STAR icon.

