



Zoo Atlanta Twilight Trek Packet: What You Need to Know About Twilight Treks

Updated December 2017

Thank you for registering to participate in a Twilight Trek. We are excited to have you join us! Please review the contents of this information packet to help you prepare for an exciting twilight experience at the Zoo.

General Information

- Space is limited, only registered guests may participate in the program. Please contact Education Reservations to register additional participants prior to the program date.
- A paid adult **MUST** attend and be on each registration. More than one adult may attend the program.
- The minimum age for participants is 6 years old. This program is not appropriate for younger children.
- For logistical and security purposes, 7 p.m. is the cut-off time for late arrivals.
- Programs will take place rain or shine. Please dress accordingly.
- Cell phones are permitted at the Zoo, but should be turned off during the program to not disturb other program participants.
- For the safety of our animals - balloons, gum, and beverages with straws are not allowed in the Zoo.

Arrival and Departure

- Please plan to arrive a few minutes early for your program.
- Participants should arrive at the C-5 Education Conservation gate of the Zoo. The Education Conservation gate is located in the right 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.)

What to bring

- Wear weather-appropriate clothing.
- Wear comfortable, closed-toed walking shoes, as we will be hiking all over Zoo Atlanta.
- Water bottles

What Not to Pack

- Knives or guns
- Lighters or Fireworks
- Mp3's or Computers



Parent & Chaperone Guidelines



1. All chaperones must be at least 18 years of age.
2. Review the Twilight Trek Information & Guidelines with all participants. 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. If you need to bring cell phones to your Twilight Trek, 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 Twilight Trek.**
7. 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.
8. Zoo Atlanta prohibits pets and other animals within the zoo. Guests with pets will not be permitted inside the gates.
9. If you have any questions, please contact the Education Reservations Line at 404-624-5822 or email education@zooatlanta.org.

Thank you for all your help!



Reservations Policies

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 Zoo Atlanta's Education Department notice before the scheduled program.
- Refunds will not be issued for no-shows.

Cancellation Policy

- Cancellation means the customer did contact Zoo Atlanta's Education Department notice before the scheduled 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

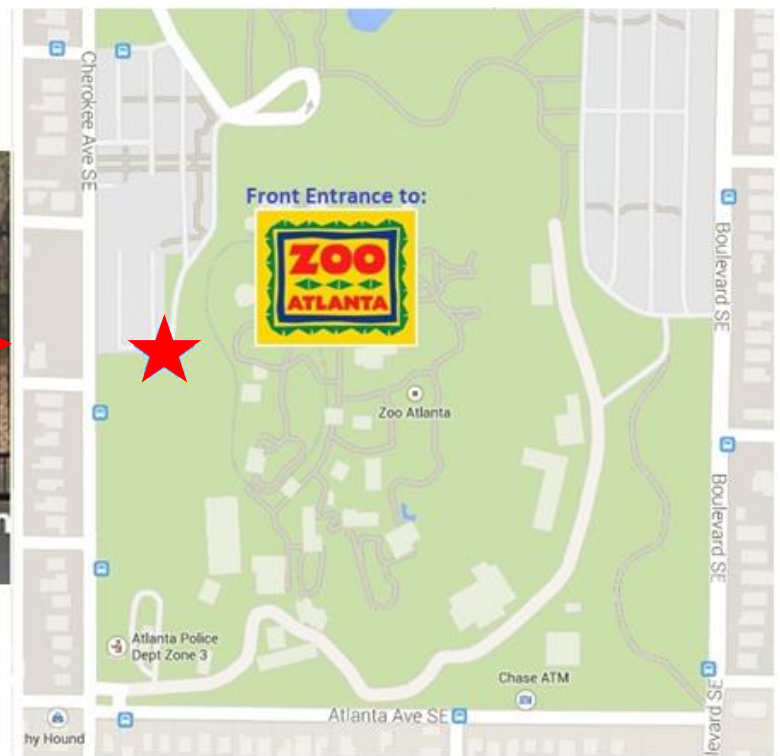
- Date changes that occur 2 or more weeks prior to original program start date will not incur a fee.
- Date changes that occur less than 2 weeks prior to original scheduled program will incur a 10% fee per reservation.

For any questions regarding these policies or to make a change to your reservation, please contact Education Reservations at 404.624.5822 or e-mail education@zooatlanta.org.



**How to find the C-5
Education Conservation Gate
Located in the Cherokee Parking lot of Zoo Atlanta**

The C-5 Education Conservation Gate



Important Phone Numbers:

404 -624 – 5670 (Security)
404 - 624 - 5822 (Reservations)
404 – 624 - 5621 (Program Supervisor)

Zoo Atlanta Address

800 Cherokee Avenue SE
Atlanta, GA 30315

