



## Wild Encounters Information Packet: What You Need To Know About Wild Encounters

June 2017 Update

Thank you for registering for our Wild Encounters program. We look forward to your visit. Please review the contents of this packet to help prepare you for an exciting experience at the Zoo.

### General Information

- A **waiver** must be completed by each participant or guardian every time in order to participate. Participants who are 14-17 years old and attending without a parent or guardian will need to bring a completed waiver with them.
- Children 2 years old and under are admitted FREE and may attend Wild Encounters, but are not permitted to feed the animals. Participants 13 years old and under must be accompanied by an adult who has also purchased a Wild Encounter ticket, except -
- All participants in the Lion Encounter must be at least 14 years old.
- Due to animal safety regulations, guests who have been outside of the United States or Canada within the (10) days prior to the program will not be allowed to participate. Contact Education Reservations with questions @ 404-624-5822 or [education@zooatlanta.org](mailto:education@zooatlanta.org)
- Participants may bring phones/cameras and are permitted to take pictures of the encounter, however video recording is not permitted.
- To ensure the safety of our animals and guests while behind-the-scenes, follow all instructions of keepers and Zoo staff. Participants who are not following instructions will be asked to leave the program and will not receive a refund.
- Strollers and wagons are not allowed in behind the scenes areas.
- Please note: programs involving the Zoo's animal collection are subject to change or cancellation based on animal needs.
- Space is limited in the program so only registered guests may participate in the program. Please contact Education Reservations to register additional participants prior to the program.
- Program runs rain or shine.
- You will be contacted if program is cancelled by Zoo Atlanta for any reason. In this case, you will be offered a refund or the opportunity to reschedule.



## Wild Encounters Information

### Arrival & Departure

- Please plan to arrive a few minutes early for your program.
- Non-members must pay admission at the front admissions gate.
- Please meet your program instructor at the Wild Encounter sign located at each exhibit:
  - Elephant – elephant bridge
  - Panda – outside panda house
  - Aldabra tortoise – Fall/Winter - tortoise exhibit, near the bench (near the Splash Pad)  
Spring/Summer – Georgia Extremes/Scaly, Slimy, Spectacular
  - Lemur – outside the entrance to the Living Tree House
  - Warthog – viewing window at warthog exhibit
  - Lion – covered viewing window

### What to Wear

- Participants must wear closed-toe and closed-heel shoes. Flip flops, sandals, crocs, etc are not permitted in behind the scenes areas.
- There are no restrictions on the type of clothes but please dress comfortably for the day and appropriately for the weather. Programs will take place rain or shine.
- Clothes may get dirty during the encounter. Please plan accordingly.

### What Not to Bring

- Food and beverages are not allowed during the program.
- Please turn off cell phones during the program.
- Please do not bring electronics including video cameras, televisions, mp3 players, video games, etc.
- For the safety of our animals, balloons, gum, and beverages with straws are not allowed in the Zoo.

### What should I expect during the program?

Your program will start with a tour of the outside exhibit and an introduction to the different animals in the exhibit. Then you will go behind the scenes to feed an animal. For your safety, encounters will occur with protected contact, where you will not be in the exhibit with the animal, but will feed them through a barrier. The only exception is our Aldabra Tortoise Wild Encounter, where guests get to experience up-close, inside their enclosure. Our giant panda safety protocol requires that each participant wear booties, gloves and labcoats – which will be provided to you.

**\*\*Guests will step into a diluted bleach solution before entering the panda building; please dress accordingly. Lemur safety protocol requires gloves and a mask.**



## Wild Encounters Information

### **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. It is important that you pay close attention to the guidance and instructions of Zoo staff. Never enter any animal area without direction from a staff member.

Always wait for instructions and authorization from the zoo keepers before approaching any of the animals. You must avoid touching the animals unless instructed to touch by the keepers. In addition, participants who register for a program involving carnivores, birds, or reptiles will be exposed to raw meat.

**Please review the following information carefully.**

### **General Reservations Policy**

- Refunds or reschedules will not be issued for no-shows.
- Full payment is due upon reservation.
- There are no refunds on any Wild Encounter programs.
- Reschedules are accepted 3 business days or more in advance of your scheduled program date. Note: the Education Reservations Office is open M-F 8:30am - 5:00pm
- Reschedule requests received 2 business days or less in advance of your scheduled program date will incur a 10% reschedule fee, based upon the total cost of your reservation. Note: the Education Reservations Office is open M-F 8:30am - 5:00pm
- Programs are held rain or shine. Guests will not receive a refund and reschedules will not be accepted due to weather.
- If conditions are too extreme to hold the program, you will be contacted by Zoo Atlanta and offered a refund (of program cost, only) or the opportunity to reschedule.

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).