



Wild Encounters Information Packet

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.

PROGRAM SPECIFICATIONS

- A waiver must be completed by each participant in order to participate.
- Participants under 18 years old and attending without a parent or guardian **MUST** bring a completed waiver with them that is signed by a parent or guardian
- 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.
- 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.
- Participants must wear closed-toe and closed-heel shoes. Flip flops, sandals, etc. are not permitted in behind the scenes areas.
- Clothes may get dirty during the encounter. Please plan accordingly.

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
 - Giant Panda – outside panda house
 - Aldabra tortoise – Fall/Winter - tortoise exhibit, near the meerkat habitat (near the Splash Pad)
 - 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 cell phones on silent 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 TO EXPECT

Your program will start with a tour of the outside exhibit where the interpreter will share educational information about the species. Then you will go behind the scenes for a meet-and-greet with an Animal Care Professional. Each Wild Encounter wraps up with an opportunity to feed an animal. For your safety, encounters will occur with protected contact, where you will not share the same space as the animal but will feed them through a barrier. The only exception is our Aldabra Tortoise Wild Encounter, where guests get to experience a unique up-close encounter inside their habitat.

Our **animal safety protocols** require that some Wild Encounters utilize additional personal protective equipment for our animal's safety.

Giant Pandas: Each participant must wear booties, gloves and a lab coat – all of which will be provided to you. Guests will step into a diluted bleach solution before entering the panda building; please dress accordingly.

Lemurs: Each participant must wear gloves and a mask- which will be provided to you.

Lions: Guests will step into a diluted bleach solution before entering the lion area; please dress accordingly

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 may be exposed to raw meat.

RESERVATION POLICIES

- Full payment is due upon reservation.
- Refunds or reschedules will not be issued for no-shows.
- Cancellations received more than 7 days before the scheduled visit will receive a full refund.
- Reschedule requests received less than 7 days prior to your scheduled program date will incur a 10% reschedule fee, based upon the total cost of your reservation.
- Guests will not receive a refund or reschedule due to rain.
- If Zoo Atlanta cancels your program for any reason, you will be contacted offered the opportunity to reschedule or a refund (of program cost, only).

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 .