

Birmingham Zoo Group Guidelines

In order to maintain a safe and fun-filled environment, visitors of all ages are expected to closely observe these guidelines*.

*Please note that by agreeing to these guidelines, you are agreeing to accept any consequences and/or fees that may occur if you do not follow these guidelines.

Please read the list below to be aware of these guidelines while on Zoo grounds. There may be consequences for those in your group who do not follow these guidelines. Please inform all students, staff, bus drivers and parents in your group of these guidelines before you arrive at the Zoo.

Zoo Guidelines

1. **Respect the animals.** If you harass or intentionally harm an animal, you will be escorted out of the Zoo.
2. **Respect other guests.** Speak nicely. Vulgar, profane, or disrespectful language is not allowed. Violence of any kind will not be tolerated.
3. **Respect Zoo staff.** Please follow all directions given to you by Zoo staff members. Ride staff members will give riders safety directions prior to the ride starting.
4. **Stay on marked pathways.** Fences and barriers around the animal areas are there for guest safety and that of the animals. Please stay on the walkways and viewing areas provided.
5. **Pets are not allowed.** Service dogs are allowed, but must be checked in with Visitor Services for exact instructions upon arrival.
6. **Outside food and beverages are not allowed.** Food and beverages can be purchased at the Kudzoo Café, Safari Peak and the gift shop.
7. **No smoking.** For the safety and comfort of Zoo guests and animals, tobacco products of any kind (including e-cigarettes) are not allowed on Zoo grounds, including the parking lot.
8. **Do not bring in banned items.** Straws, balloons, skateboards, skates, bicycles, radios, glass containers, fireworks, balls, Frisbees, or weapons are not permitted.
9. **Chaperones are required and must stay with their group at all times.** One chaperone over the age of 19 is required for every 10 guests ages 19 or younger. There must be one chaperone for every five pre-school children.

Other Important Group Information

- **If a student or chaperone is separated from the group, inform any Zoo Staff Member you see.** A system is in place to find any separated group members. All Zoo staff is trained on how to handle this situation and will help reunite your group as quickly as possible.
- **Late arrivals.** If a parent or child is running late, a wristband with their name can be left in the Groups check-in booth or Membership Office. If a wristband is not left, the individual can pay regular Zoo admission.
- **Accurate and final numbers are needed at check-in.** Please remember to include bus drivers in your final count so they may also be issued wristbands.
- **Individual payments not allowed for group prices.** Any parents or chaperones not included in the payment for the group will have to pay regular admission prices at the front gate.
- **Zoo Members may check in through the Membership Office.** Please have Zoo Members in the group bring a copy of the parents' membership card to scan in the Membership Office. Any group add-ons must still be paid for by Zoo Members including Education Programs. Admission is free for Zoo Members.

- **Tax ID Numbers must be provided.** Please provide your Tax ID Number in advance or bring it with you for check-in to receive the educational pricing.
- **Confirm meal numbers prior to field trip arrival.** Lunches ordered from the Zoo's Kudzoo Café must be confirmed prior to arrival. Groups are welcome to bring their own lunch and enjoy it at one of our outside picnic areas. Outside food and drink is not allowed into the Zoo. **Lunch numbers cannot be changed the day of your trip.**
- **Group refund policy:** Please keep in mind that any extra wristbands may still be used by students or parents that couldn't come on the trip. Wristbands are valid for future use for up to a year. Refunds of \$35 or more will be issued to the school (5 or more unused yellow wristbands or 3 or more unused blue wristbands are eligible for a refund). **No refunds may be issued for amounts less than \$35.** Teachers may come in person, call, or e-mail to ask for a refund. Wristbands must be turned into Groups staff before a refund can be processed. The Birmingham Zoo will process a Call or e-mail the groups department for any questions.
- **Rescheduling and Cancellations.** If it becomes necessary to change the date of your trip or cancel your visit, please email groups@birminghamzoo.com at least 48 hours before your scheduled date. Include the new date you would like to visit if rescheduling.