

Groups FAQs

How many people do I need to be considered a group?

- Your group needs at least 15 people to qualify for group rates. We do make exceptions for special needs groups.

What are the discounted group rates?

Educational

- (Groups of 15 or more with a tax-ID #)
- Admission Only: \$9.95 each for students and \$13.95 each for parent chaperones
- **Unlimited Ride Wristbands: An additional \$6.50 each for students and parent chaperones**
- Discovery Program: \$3 each for students only (teachers/chaperones may observe for FREE)
- Field Experience: \$5 each for students only (teachers/chaperones may observe for FREE)
- Zoo University: \$7 each for students only (teachers/chaperones may observe for FREE)
- Seasonal Attractions (available March-September):
 - **Lorikeet feedings \$3.25 each for students and parent chaperones**
 - Giraffe feedings \$3.25 each for students and parent chaperones
- 1 FREE teacher admission for every 10 paying students (up to 10 teachers free). Bus drivers and nurses are always complimentary.

*Tax Exempt groups are schools, churches, and non-profit organizations. A Tax ID is required to receive educational pricing

Non-Educational

- (Groups of 15 or more **WITHOUT** a tax-ID #)
- Adult Admission Only (ages 12+): \$13.95 + tax
- Child Admission Only (ages 2-12): \$9.95 + tax
- Infant (ages 0-23 months): Free
- Unlimited Ride Wristband: \$6.50+ tax
- Seasonal Attractions (available March-September):
 - **Lorikeet feedings \$3.25 + tax for adults and children**
 - Giraffe feedings \$3.25 + tax for adults and children

** Non-Educational groups are families, scout troops, or for profit organizations

Do you offer non-profit rates too?

- If your school or organization has a Tax ID or EIN number, your group falls under the educational group rate. If your group does not have a Tax ID or EIN number then your group is considered a Non-Educational group.

Are there discounts for teachers, bus drivers or nurses?

- YES! Educational groups receive 1 free teacher per 10 paying students, up to 10 teachers free. Bus drivers and nurses are always free with an educational group. We do make exceptions for special needs groups.

Are there discounts for Title I schools?

- Yes! For more details on this, please e-mail groups@birminghamzoo.com

Why should I prepay for my group?

- Prepaying expedites your entry into the Zoo. To pre-pay for your trip, please mail in your check at least 3 weeks before your trip. As long as we receive your payment in enough time, we will send you a packet with directions, a Zoo map, and wristbands for each guest. If your check does not arrive in enough time to mail out your packet, we will have it waiting for you the morning of your trip. If your group arrives with their wristbands already on, you will be able to enter immediately.

What do I need to check-in/pre-pay?

- You will need a completed Field Trip Check-In form. This form is attached to your confirmation e-mail. You will also need a form of payment. **We cannot invoice any field trip.** A Purchase Order is not considered a valid form of payment.

What's included with an unlimited ride wristband?

- For Educational groups (with tax-ID #), we offer a best value unlimited ride wristband for \$6 in addition to purchasing admission. The wristband covers unlimited rides on the train, carousel, and slide (all rides are weather dependent).
- For Non-Educational groups (**without** tax-ID #) we offer the unlimited ride wristband for \$10 plus tax and in addition to purchasing admission. The wristband covers unlimited rides on the train, carousel, and slide (all rides are weather dependent).

Can my group purchase lunch from the Zoo?

- Of course! Please note, lunch order forms (found on the "Book Your Trip Here" form) must be completed when filling out the Book Your Trip form at least 7 business days before your trip. And final lunch numbers are due 3 business days before your trip. Any changes made to lunches after the final due date are subject to approval and will be charged an additional \$20.00 fee even if the changes cannot be made. **Please note, lunches are portioned for pre-school and elementary aged students.** Lunches are available for Educational groups only. Family groups are welcome to bring their lunch and eat at our picnic tables or bring money and individually purchase lunch at either of our two restaurants. For more information or help with booking your lunch, please e-mail groups@birminghamzoo.com .

Can my group bring lunch to the Zoo?

- Sure! We have picnic tables to the left as you enter our parking lot and by our Groups entrance. Picnic tables are first come, first served.

Can I get an estimated cost for my group?

- Yes! When you fill out the Book Your Trip form, an estimate will be sent to you with your confirmation e-mail.

What if my numbers change and I need an updated total?

- Not a problem! Send an e-mail to groups@birminghazoo.com and let us know the new totals of students, parent chaperones, teachers, bus drivers and/or nurses and we will get a new total sent to you.

What if I have some parents running late on the day of our trip? What do I do with their wristbands?

- You can leave their wristbands, with their names written on them, at the Groups Ticket Booth or Membership Office.

What if a parent needs to purchase regular priced admission? How will they meet up with their group?

- Parents can purchase regular priced admission at the Front Gate and meet their group inside. Teachers, we suggest giving the parents your number to better help them locate your group once inside the Zoo.

I didn't get a confirmation e-mail for my trip. What do I do?

- First, please check your spam or junk folder to see if the e-mail went there by mistake. If not, give us a call at 205-870-5230 or e-mail us at groups@birminghamzoo.com and we'll confirm your trip for you.

How will we know where to go and at what time our educational programs are scheduled?

- If you book a program, we will provide you with all your program details in your confirmation e-mail. To confirm your program, you must sign and return the School Program Payment Policy and pay for your program in full two weeks before your trip. Failure to return a signed School Program Payment Policy or pay for your program in full two weeks before your trip will automatically cancel your program.

Some of my parent chaperones have memberships. Where do they enter?

- Parents with memberships can check in at our scanning stations at the front gate, and then join their child once inside the Zoo.

I had a last minute parent show up. Will they get the group rate?

- Unfortunately, no. If the parents are not included in the school's or organization's payment, they are not a part of the group rate. Those parents will have to purchase regular priced admission at the front gate.

What is your refund policy?

- Wristbands are valid for future use for up to a year. **Extra or leftover wristbands are not eligible for a refund.**
- Check overages of \$35 or more will be refunded to the school or organization. **No refunds may be issued for amounts less than \$35.** The Birmingham Zoo will process a check back to the school/organization. Please allow at least two weeks for processing refunds. Please call or e-mail the groups department for any questions.

A few children and/or parents couldn't make it (sick, family emergency, etc.), but their tickets are already paid for. What do I do?

- 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. You are welcome to utilize the wristbands on another day. Extra or leftover wristbands are not eligible for a refund.

Is the Zoo open in the rain?

- Absolutely! Some of our animals enjoy the rainy weather. So grab an umbrella and join us for a rainy, fun filled day at the Zoo.