

What are the hours of ZooLights?

Gates open at 5:30 p.m. and the event concludes at 10:30 p.m. each night.
Last entry is at 10 p.m.

Do I need a ticket to enter?

Yes. Purchase tickets at phoenixzoo.org, at the ticket booth or Guest Services lobby during a daytime visit, or the night of ZooLights. *Please note* ticket prices vary based on anticipated peak attendance nights. Be sure to view the ticket information before purchasing. The most convenient option is to purchase your tickets online. We don't add any additional fees to purchase online, and you can skip the ticket lines when you arrive! Children 2 and under are free for ZooLights!

\$2 off for [Zoo members](#)!

ZooLights tickets are non-refundable. There are no separate prices for children or seniors. Children two and under are free. If you pre-purchased tickets, but are unable to attend, consider giving them as gifts to friends or family. All tickets have a barcode that admit one person. Once scanned, the ticket cannot be used again. Photocopies will not be accepted. Tickets may not be resold and are not replaceable if lost. Guests with Value Night tickets that show up on a non-Value Night will be allowed to upgrade to an Any Night ticket for an additional fee in the Guest Services lobby or any ticket window. Upgrades cannot be done online. Your ticket purchase supports the Phoenix Zoo, a non-profit organization that receives no operational funding from the city or any public source.

Is the EBT Discount Program valid for ZooLights?

No. This benefit is only valid on Sundays during regular daytime Zoo hours and *cannot* be used for separate ticketed special events, such as ZooLights.

Can I rent strollers, wheelchairs and other mobility devices?

Yes. Available for rent on a first-come, first-served basis. Membership discounts may apply. The rental area is located immediately to your right after entering the Phoenix Zoo through the turnstiles. If you need assistance with bringing a wheelchair or electric scooter to the parking lot, please stop by our Guest Services lobby.

Will I be able to see Zoo animals?

Animal viewing is limited to only a few exhibits with low lighting. ZooLights is an evening holiday event that does not offer the same animal viewing opportunities as a daytime visit. Possible sightings include zebra, flamingo, Komodo dragon and otter.

Can I walk around the entire Zoo during ZooLights?

No. Not all Zoo trails are open for ZooLights. The Zoo is not equipped with enough power to light up the entire park.

Is food available for purchase?

Yes. During ZooLights you will find a variety of selections at our open eateries.

What should I wear?

This is a casual event, so please dress appropriately for the weather. Comfortable, flat shoes are recommended.

What happens if it rains?

ZooLights is still open if it rains, but for the safety of our animals, the camel rides will be closed. Jengo and Tortuga will also be silent if it rains.

Will Desert Marketplace be open?

Yes. The gift shop will be open.

Can I bring a flashlight or my camera?

Flashlights and laser pointers are not allowed at ZooLights for the safety of our animals and the courtesy of other guests, but you may take photos or video of the experience.

Can I bring my pet?

Only trained and vaccinated service animals can accompany you during your visit. When a guest brings a service animal to the Zoo, a Park Ranger will review the Service Animal Rules with the guest.

Can I purchase the music played at ZooLights?

Due to licensing agreements, music played at ZooLights is not available for purchase at the Zoo. However, most of the music is public domain.

When is the best time to visit ZooLights?

The least crowded nights to attend are Monday, Tuesday and Wednesday the first two weeks of December and the first week of January. The majority of people arrive when the gates first open, so an alternative is to arrive around 7:30 p.m. or 8 p.m. after the first wave of visitors have come and gone.

Does ZooLights close for inclement weather?

ZooLights is open during all types of weather and temperatures. Dress accordingly.

Can I extend a daytime visit into ZooLights?

Guests that have pre-purchased ZooLights tickets the same night as their daytime visit are not allowed to stay in the Zoo until ZooLights opens at 5:30 p.m. They will need to leave Zoo grounds at 4 p.m. and return at 5:30 p.m. when ZooLights opens to the public.

How many people go to ZooLights?

As many as 300,000 visitors attended ZooLights each year. It is the largest multi-day fundraiser hosted by the Zoo.

How long does it take to install ZooLights?

It takes a five-person crew approximately 14 weeks to install. Installation begins in mid-July and wraps up at the end of October.

Do you use a lot of electricity?

ZooLights is 100% LED lights and they use much less electricity. The LED lights used for Music in Motion use only one third the power of incandescent lights. ZooLights is also powered by SRP's EarthWise Energy which is electricity generated from clean, environmentally friendly sources such as the sun and wind.

What happens when ZooLights is over?

ZooLights is a year-round process and has a full-time staff. We take everything down to use the following year. When we are not installing or taking down the lights, we are planning, designing, repairing and building new features for next year.

How often do you add new features?

Every year we add new 3-D features and depending on the new design plan, we build 12-30 new 2-D light features. This provides guests with a different experience each ZooLights season. Because ZooLights is designed, build and installed by Zoo staff, it's a one-of-a-kind experience unlike any other holiday light event.

What do you do with all the lights?

Recycle and reuse! To save from having to purchase new lights every year we remove all the lights, make any necessary repairs, then store them at the Zoo so they can be reused. Another reason we don't leave the lights up year-round is the heat and sun tend to deteriorate equipment and fade lights.

What else makes your light show different?

ZooLights is one of the only venues to use such a wide variety of lightning techniques that include rope lights, LED lights, light strands, black light, fiber optics, lasers, gobos, strobes, lights programmed to music and net lighting in trees or shrubbery. The large mesh nets were created and used first by the Zoo. It's also the Zoo's largest special event fundraiser which is vital to our success as a private non-profit zoological park. We receive no outside funding and rely on revenue from events, admission, donations, private events, educational programs, camps and memberships, food and gift shop sales.