



FIELD TRIP TIPS AND TRICKS

Making Your Field Trip Reservation...

- Our field trip rates will be determined based on your organization/school.
- To be eligible for the reduced field trip rate your organization must qualify as educational and serve students pre-school to higher education.
- If you qualify as a [ZooReach](#)* school, you are eligible for the \$4.00 rate per person (including both children and chaperones), while scholarships are available.
- The minimum ratio of students to chaperones is 1 to 10 and max is 1 to 1.
- Any additional chaperones outside of the standard ratio will be charged regular Phoenix Zoo pricing.
- If you are interested in any additional experiences or guided tour**, provide such interest in the field trip booking form.
- Three-week notice required prior to Field trip
- Once you have submitted your field trip form, please allow one week for processing. Once your reservation has been confirmed, a confirmation email will be sent to the provided email address.
 - **Your field trip is not booked until you receive a confirmation email.** If you do not receive the confirmation paperwork within one week of your request, please call us at 602.914.4333.

*ZooReach rates are available for Arizona Department of Education designated Title I schools (grades K – 12) that have 50 percent or more of their enrollment on a free or reduced lunch program.

** Please note, additional experiences and guided tours are not included with the standard field trip rate. If you are interested in any of the additional programs, such as guided tours, other arrangements are required. Please complete the bottom portion of the form to reserve a program. If the date or time you have chosen is not available, we will call you with other options to ensure we choose a time that maximizes your Zoo experience.

Making Your Field Trip Payment...

- We require that payment be received no later than **two business days** in advance of your visit for each person in your group.
 - Payments can be made with school/district check mailed, purchase orders emailed to reservations@phoenixzoo.org, credit card (Visa, MasterCard, American Express, Discover) or cash (onsite prior to visit).
 - Please note that we no longer edit processed purchase orders or accept them on the day of entry.
 - **No refunds will be given after payment has been accepted.**
- Payments for any additional members of your field trip may be paid onsite.*

***IMPORTANT: Any additional group members must be paid for at one time and enter with the prepaid group.** Anyone not paying with and entering at the same time as the group will be charged the regular

admission rate. It is up to the school to collect money and pay for any adults or chaperones to be included at the school group rate. To receive the discounted admission, parents cannot pay separately.

Prior to your Field Trip...

- Seven days prior to your visit, an email communication, **Know Before You Go**, will be sent to the provided administrative, onsite (day of field trip) and bus contacts.
- Visit our [website](#) for ideas on how to plan your trip.
- We encourage you to:
 - Distribute copies of the chaperone checklist
 - Share your day of onsite contact information with chaperones if they need to locate your group inside the park.
 - Make copies/take photos of the Zoo map available on our [website](#) as it will not be available at the Zoo on the day of your visit.
 - Make sure your chaperones understand the goals of the field trip and any role they need to play in activities, including that they will need to stay with their assigned students for their entire visit.
 - Go over the Zoo rules with your students and chaperones and establish behavioral expectations.
 - Remind students to wear appropriate clothing for the anticipated weather conditions and bring water. **Field trips take place rain or shine.**
- Lunch at the Phoenix Zoo
 - Lunch can be arranged ahead of time. Please complete [this form](#) at least two weeks in advance of visit.
 - If your group intends to bring their own lunch, refer to your **Know Before You Go** email for locations of where to store and enjoy such lunches.
 - To ease lunch transportation at time of arrival, please bring rolling coolers or wagons labeled with your group name. Zoo staff are not able to transport lunches from your vehicles into the Zoo.

Arrival to the Zoo...

- For day of parking, please refer to the **Know Before You Go** email communications.
- Limited handicap parking is available in the main parking lot.
- For ADA drop off locations, refer to maps provided.
- Groups will enter through the Main Entrance located just across the bridge.
 - Your group is responsible for collecting and handing out the tickets to each attendee.
 - All chaperones and clients entering the Zoo under the discounted rate will need to be accounted for on a ticket.
 - You do not need to all enter at the same time. However, the Phoenix Zoo will not be able to hold onto or distribute tickets for you.
- Regardless of group entry point, guests with current Phoenix Zoo memberships must enter via the main Zoo entrance.
- All assisting staff members/teachers and adults entering under the Supervisory Care rate will be considered chaperones and are required to wear a wristband.

While you're at the Zoo...

- The following is a list of our prohibited items:

- Alcohol, glass, balloons, balls, frisbees, radios, whistles, musical instruments and other sound producing devices that may disturb our animals or other guests, hoverboards, Hula Hoops, Skip-Its, skateboards, scooters, smart trikes, roller blades, bikes, roller skates, rip-sticks, wheeled shoes (Heely-type), Segways, firearms, weapons, knives, and selfie sticks.
- For your safety and the safety of the animals, staff and guests, the following actions are prohibited:
 - Smoking, vaping, walking around the Zoo with bare feet, climbing on, crawling under or crossing any fences or boundaries, yelling at or teasing animals, tapping on or hitting exhibits, throwing any objects and feeding any animals, including wild ones.
- Groups or individuals from your group that do not respect Zoo rules, staff, or other guests may be escorted from Zoo grounds by our Park Rangers. This may jeopardize your group or any individual's eligibility for future visits.
- Once your group has entered the park, we are unable to locate them for you. It is your responsibility to communicate how you would like individuals arriving late to find your group once you are enjoying the Zoo.
- If there is a medical emergency, lost child, or someone in need of assistance, you can contact a member of our Phoenix Zoo Park Rangers at 602.568.8807.

*If in need of renting a wheelchair or electric scooter, you may do so at our rental location, just past the Entry Oasis. All rentals are first-come, first-served and no reservations are accepted.

Following your Zoo Visit...

- Leave something behind? Contact our Ranger station to check the Lost and Found if you are missing anything following your field trip.
- Let us know how much you enjoyed the Zoo by filling out a comment card, writing a review online or tagging us in your social stories.
- Tell your family and friends about your experience and share knowledge you gained with others!
 - Arizona Center for Nature Conservation's mission is to advance the stewardship and conservation of animals and their habitats while providing experiences that inspire people and motivate them to care for the natural world. By spreading the word of what you learned and the amazing experience you had, you directly support our mission.
- Visit us again!