

## KNOW BEFORE YOU GO: OUTREACH PROGRAMS & EVENTS

- We require at least 1 adult chaperone per 10 children. Adult chaperones must remain with children at all times. Adult chaperones are asked to review and follow the Zoo rules and expectations to ensure that everyone has an enjoyable visit.
- Payment is due on or before the day of the zoo visit or program. You will receive a fee estimate for program fees with your program date confirmation via email. It will contain detailed instructions on how to make payment. Adults are not charged program fees for youth group programs, but are charged for programs that are applicable to adults.
- We ask that staff, teachers and adult chaperones help guide youth audiences to show respect and consideration for our staff and animals. Please help us maintain a calm, enjoyable learning environment. Please do not make youth discipline or crowd control our job.
- The welfare and safety of our animals and staff, and your guests is our top priority. To provide a program at your location, we need to ensure quality control in environmental conditions and crowd management. Please discuss all logistic needs with our staff at the time of booking, and let us know if there are any changes in that agreement as you get closer to time.
- Outdoor programs: Please be sure we have a sheltered area protected from the direct sun, wind, rain, noise, and excessive temperatures. Outdoor programs are possible and encouraged when the weather and location is appropriate for our animals and their staff.
- Indoor programs: Indoor programs do not have the same environmental challenges as outdoors, but crowd traffic and noise can be more intense and must be considered in deciding the placement of our activities.
- Due to the potential for disease transmission, our animals cannot be in the same area as other animals. Due to the potential for illness after animal contact, we do not conduct a live animal program while food is being consumed. We will bring hand sanitizer with us on the program to minimize contamination for those that wish to touch an animal.
- Please provide a long table to set out educational displays, animals, and biofacts on for the program.
- If you need to cancel our scheduled program, please do so as soon as possible so that another group may utilize that time slot. Please call the Education Program Coordinator directly 812-435-0809, and leave a detailed message if there is no answer.