

&gt;&gt;&gt; SCHOOL GROUPS &lt;&lt;&lt;

# FIELD TRIP FAQs



## SCHEDULING

### HOW FAR IN ADVANCE SHOULD I PLAN?



Education programs, activities, and lunches are limited, so please book your trip at least 2 weeks in advance. At least 1-3 months in advance is recommended for visits in April and May.

The Zoo is open rain or shine. Please have your students dress accordingly. In the event that there is inclement weather on the morning of your visit, or if inclement weather is forecasted, we are more than happy to reschedule your group for a later date. To reschedule or cancel a field trip, contact us at 423-654-7648 or [fieldtrips@chattzoo.org](mailto:fieldtrips@chattzoo.org).



### WHAT DO WE DO IF IT RAINS ON OUR VISIT?

## HOW LONG SHOULD WE PLAN TO STAY?



In order to walk and visit most habitats it will take approximately 2 hours. Please note this does not include lunch, activities or educational programs.

In addition to a self-guided tour of the Zoo, you may book an education program add-on when you book your group visit. For an additional \$3 per student, you can meet a Zoo educator and several of our ambassador animals! For more information on our offerings, visit our website at [www.chattzoo.org](http://www.chattzoo.org). A listing is also provided on p. 7-8 of this brochure.



## WHAT CAN SUPPLEMENT OUR FIELD TRIP?

## WHAT ARE THE OPTIONS FOR LUNCH?

### OPTION 1: PURCHASE LUNCH THROUGH THE ZOO



Group meals provide a selection of pre-made lunches that can be pre-ordered and picked up at a designated time. Lunch instructions will be provided in your confirmation e-mail. If you choose not to pre-order you may wait in line and order from the menu.

If your group would prefer to bring your lunch, you may leave your coolers on the bus or in vehicles until your group gathers to eat. Chattanooga Zoo has picnic areas available on a first come, first served basis. Groups are permitted to exit the Zoo to eat lunch and re-enter to finish their trip.



### OPTION 2: BRING YOUR LUNCH AND EAT OUTSIDE THE ZOO.

## EXPECTATIONS

### WHAT DOES CHECK-IN LOOK LIKE?



Buses will be directed to the circle in front of the Zoo for unloading. One teacher may check in. Zoo staff will get on buses to instruct where to go and provide rules for students and chaperones. After unloading, buses will be asked to park underneath the 3rd street bridge. Bus drivers can serve as one of the required chaperones to be eligible to receive free admission.

## CAN NON-TEACHER ADULTS CHAPERONE?



Additional adults, that are not school staff, will be required to purchase their tickets online. All additional adults will be **REQUIRED** to wait for their children **INSIDE** the Zoo towards Wild Burger Cafe. Additional adults should park in the Zoo parking lots.

We do not need updated numbers prior to your visit unless needed for checks or purchase orders provided by the schools. We expect numbers to change slightly between registration and the day of your visit. The school must have one payment for the group. We can accept cash, checks, credit cards, and purchase orders from the school.



## WHAT IF OUR GROUP NUMBERS CHANGE AND HOW DO WE PAY?

## ON-SITE EDUCATIONAL OPPORTUNITIES & EXPERIENCES

### WHAT EDUCATIONAL OPPORTUNITIES ARE INCLUDED?



We offer a daily schedule of keeper interactions. The animals being featured, times, and locations vary from day to day. Visit [chattzoo.org](http://chattzoo.org) for a complete schedule. In addition to our keeper interactions, we also offer education carts and ambassador animal meet & greets at various times and locations.

The Zoo offers Zoo Tours and WILD Encounters that must be booked in advance. Visit our website for offerings and booking details. We also offer giraffe feedings, train rides, and carousel rides that may be purchased day-of at the Zoo. Visit our website to learn more about our Zoo Bucks for food and retail purchases.



### CAN WE PURCHASE ANY ADDITIONAL EXPERIENCES?

## BEHAVIOR EXPECTATIONS

### WHAT IS APPROPRIATE BEHAVIOR FOR OUR GROUP?



Our goal is to create an environment that is enjoyable, educational, and safe for all. Follow directions from Zoo staff and ensure students stay with their chaperones. Respect Zoo animals and property. Management reserves the right to escort any individuals off Zoo grounds, should their behavior be deemed inappropriate, disruptive, or unsafe.