Thank you for your reservation! We look forward to your visit. Please review all of the following information with teachers, chaperones, and students.

Arrival Instructions

Buses will be directed to the circle in front of the Chattanooga Zoo for unloading. Upon arrival, please designate one teacher to exit the bus and check-in your group at our ticket booth. This teacher will need to have exact numbers (see below) and payment information ready for our Admissions team. While one teacher completes check-in, an educator will most likely board the bus to provide zoo rules to the students.

Exact Numbers/Information Needed for Check-In

- Number of Students
  - We do NOT need updated numbers prior to your visit. We expect numbers to change slightly between registration and the day of your visit.
- Number of Required Free Chaperones
  - 1:5 ratio for Pre-K
  - 1:10 ratio for K-12th grade
  - Optional 1:1 ratio for Special Needs
  - We round up for chaperones so if you have 96 1st grade students, you will receive 10 free chaperones.
- Number of Additional Adults (paying with the school in payment or payment is collected by the school)
- Is there an Educational Program Add-On? If so, what time slot?

Payment Information

- The school should have one payment for the group. We can accept cash, checks, credit card, and purchase orders. Make checks payable to the Chattanooga Zoo. Our address is below.

  301 N Holtzclaw Ave
  Chattanooga, TN 37404

Bus Information

- After unloading, buses will be asked to park towards the back side of the parking lot underneath the 3rd Street bridge.
  - Any packed lunches will need to remain on the bus or in vehicles until the students are scheduled to have lunch in the picnic area outside the zoo.
- Bus driver admission is not free. Bus drivers can serve as one of the required chaperones that receive free admission.
Additional Adults (outside of the required chaperone ratio)

- Zoo members are welcome to use their membership with the exception of their student attending the field trip.
- If additional adults are pre-registered with the school and their admission is covered in the school’s payment, then the lead teacher will need to distribute their stickers for admission.
- If their admission is not covered by the school’s payment, they will be subject to daily admission prices and lines. They will receive a sticker to indicate their admission. They are REQUIRED to wait for their students INSIDE zoo gates. This keeps our front plaza clear for field trip check in.
- The circle in the front of the zoo is reserved for bus unloading/loading. Additional adults should park in the parking lots.

Facilities Information

- Outside food is not allowed due to animal welfare purposes. If you plan to bring packed lunches, please keep the food on the bus or in a vehicle. There are picnic tables and green space just outside zoo gates to allow for a picnic. These are public property cannot be reserved.
- Restrooms are located just inside zoo gates, on the side of our Hiwassee Hellbender Research Facility, and by the Warner Park Ranch Petting Zoo.
- Chaperones must accompany students at all times, including in the gift shop.
- The Chattanooga Zoo is completely ADA accessible for our visitors.
- The Chattanooga Zoo is sensory inclusive and is certified by Kulture City. If your students need resources, please notify our ticket booth upon arrival or any staff member when on grounds. Please note that supplies may be limited.

Refund & Cancelation Policy

- Please note that our minimum refund amount is $20.
- Field trips and field trip programs are rain or shine. Please have your students dress accordingly. Contact the Education team to reschedule or cancel a field trip (423-597-1322 or education@chattzoo.org).
  - Please note that due to heavy volume, it can be difficult to reschedule a field trip, especially if it has an educational program reserved. We encourage you to keep your original date, especially in the months of October, April and May.
- We do not need updated numbers prior to your visit. We expect numbers to change slightly between registration and the day of your visit.

Education Programs

Education programs are an add-on to field trip visits and are an additional cost. In order to ensure a focused educational environment, we do not allow parents/guardians to join the program. Teachers & school staff are required to be present for the program. We ask that you arrive as a group for your program and line up just
Field Trip Survival Guide

outside our Warner Park Education Building 10 minutes prior to your arrival time. An educator will meet you outside to present rules.

- Educators are happy to present a program that meets educational standards, a special topic, or a general conservation message. We can also do a kickoff event for Project Based Learning. View our Field Trip Program Guide on our website.
  - If you request a special topic, please email education@chattzoo.org at the time of your reservation with information on the desired topic and educational standards.
- In order to foster a learning environment
  - each program slot allows for a maximum of two classes to join.
  - only school staff/chaperones are allowed to join the program. Additional adults & siblings are welcome to explore the zoo or wait outside the Education building at the provided picnic tables.
- All education programs are 30 minutes in length and include an animal meet and greet.
- If your group is 10 minutes late for your program, the Education department reserves the right to shorten your program time or cancel it with no refund.
- No food or drink is allowed during an education program, as it can be distracting to our animals.
- Groups of 80 or less students may be allowed an animal touch opportunity depending on the group’s behavior, the animals’ behavior, and educator discretion.

Behavior Contract

Dear Chaperones,

The Chattanooga Zoo hopes to make your field trip experience one that your students will enjoy and remember all year. Our goal is to create a learning environment that is enjoyable, educational, and safe for your students. Everyone shares in the responsibility of making your field trip a great experience. You and your students play a critical role by agreeing to respect the zoo’s policies, animals, and other guests. Below is an outline of appropriate and expected behaviors. We appreciate your support.

Expectations:

- Follow directions from zoo staff, teachers, and chaperones.
- Students are required to stay with a chaperone.
- If an educational program was reserved as an add-on, please arrive 10 minutes prior to your scheduled program time.
  - Any groups that arrive for their program later than 10 minutes, may have their program cut short or canceled with no refund.
- Respect our animals.
  - Do not feed animals.
  - Do not tap on glass. Do not yell at animals or harass them.
  - Give the free-roaming animals a respectful amount of space.
  - Do not throw anything into animal habitats.
Field Trip Survival Guide

- Be mindful of volume both indoors and outdoors.
- No outside food is allowed. Lunches should remain on the bus or in vehicles. We have tables and green space just outside zoo gates to allow for picnics.

  - Stay safe.
    - Stay on pathways at all times.
    - Do not climb or cross any barriers.
    - Do not place any body parts into animal habitats.
    - Use walking feet and keep body parts to yourself.

  - Respect Zoo property.
    - Please deposit trash into either recycle or trash bins.
    - Do not vandalize zoo property in any way.
    - Please leave the plants and native wildlife untouched.

Consequences:

Management reserves the right to escort any individuals or groups off zoo grounds should their behavior be deemed inappropriate, disruptive, or unsafe. There are no refunds when individuals or groups are escorted off grounds due to their behavior.

- We will contact school/organization administration should there be any negative reports of behavior.

If you have any questions or concerns, please contact us via email (education@chattzoo.org) or via phone (423-697-1322).

We look forward to your visit!

Respectfully,

The Chattanooga Zoo