



Rosamond Gifford Zoo Group Visit Information/Policies

Please review the following important information regarding school & other group visits.

Required Chaperones for School & Youth Groups

The zoo requires a minimum number of adult chaperones accompany all school & youth groups. The number depends on age group and any special needs. Required adult chaperones are admitted free of charge. If additional adults, beyond the required amount, accompany the group the charge of admission is based on the type of group and number of expected attendees. The following number of adult chaperones are required for all school & youth groups:

- 1 adult for every 7 youth ages 4 & up
- 1 adult for every 4 youth under age 4
- 1 adult for every special needs youth requiring 1 to 1 supervision or care

Day of Visit:

Upon arrival, the group leader only should check-in with zoo staff, all other visitors are to remain on the bus or outside the entrance on the sidewalk.

Attendance:

The group leader should have the following information ready at check-in:

- Total number of youth (paying & free children under 3)
- Total number of adults (paying & free required chaperones)

Payment:

One form of payment for the entire group, this includes admission for extra/paying adults. If paying by:

- Check - make check payable to "Rosamond Gifford Zoo" and leave the amount blank. Our staff will let you know the final amount due.
- Cash - large bills are appreciated.
- Credit Card - Visa, MasterCard & Discover are accepted.
- Purchase Order – All Purchase Orders should be emailed to zooreservations@onondaga.gov, prior to your visit or brought with you on the day of. An invoice will be sent to the contact person on file, unless otherwise directed.

Zoo Etiquette:

All visitors are expected to follow zoo rules during their visit.

Please review these rules with your entire group prior to arriving at the zoo.

Teachers/Chaperones are required to always stay with the group.

For the health and welfare of the animals in our care:

- Please do not throw objects at; tap or bang on glass viewing windows or make loud noises that might stress or scare the animals.
- Do not throw any coins or other objects into the ponds/bodies of water. They can make our animals sick.
- Our animals are on carefully managed diets. Please do not attempt to feed any zoo animal.
- Please respect our landscaping and natural scenery by refraining from climbing trees, picking flowers or disturbing the landscape in any way.
- Please do not climb on rocks, exhibit fencing or other non-pedestrian surfaces for your safety and that of other guests.
- Please do not run.
- Please respect all fences and barriers throughout the zoo. They are for the safety and protection of our guests and our animals.
- **Anyone who is unruly or behaving inappropriately may be escorted from the Zoo.**

Cancellations/Date Changes/Refunds

If you need to cancel your reservation, please email zooreservations@onondaga.gov as soon as possible. Include the school/group and the date of your reservation. If you have paid for your reservation and would like a refund due to the cancellation, let us know in the email.

If you need to change your reservation date, email zooreservations@onondaga.gov, include the school/group name, the original reservation and the requested new date. Once the new date is confirmed, you will receive a new permit/contract via email.