

Akron Zoological Park

2024 VIP Mocktail Hour Adventure Family Guide & FAQs

Thank you for registering for Akron Zoo's 2024 VIP Mocktail Family Adventure. Below is information regarding check in/out, registration, forms required for participation, appropriate dress, and FAQs.

GENERAL INFORMATION:

VIP Mocktail Hour Family Adventure

For those attending Family Adventure, please park your car in the C Lot and we will begin letting you into our Komodo Kingdom Education Center at 4:50pm.

Appropriate Attire

Plan to dress in comfortable clothing, we will be inside for the VIP Mocktail Hour Adventure. However you will also want to make sure to also bring weather appropriate clothing as you will be heading outside after the program to the Wildlife Illuminated event and spring weather can be unpredictable! So stay warm when you head out to see the Lights and Art around the Zoo!

Registration

- **There is a \$10 service charge for any change to the original registration.**

Cancellation & Refund Policy

- If the cancellation occurs two or more weeks before the Adventure, a 50% refund will be issued.
- No refunds are issued after the two-week deadline.
- There is a \$10 service charge for any changes made to the original registration.
- Membership must be active at time of registration to receive member rates.
- We reserve the right to cancel any camp with insufficient registrations. Refunds will be granted if we are unable to accommodate your family for another appropriate Adventure Date.

Wildlife Illuminated

- Wildlife Illuminated Admission is included in the cost of the VIP Mocktail Hour Family Adventure, and participants will be released into the park at the end of the event at about 6:30pm.

Health Forms:

If you have any additional Health or Behavioral information you would like to share with us before the event you can fill out an optional Health Form which can be found at the following link: <https://forms.office.com/r/CtXU33J96h>

Safety & Health (Medications/Allergies):

Special Needs Participants

- It is important that you notify us of any special needs, medical conditions, or allergies that your family participants may have.
- Your information will be kept confidential and is only used to help our Staff provide you with the best camp experience possible.
- If someone in your party has a food allergy, please note that on their registration and Health-Behavior/Emergency Forms.

Medications

- Our policy is that Zoo Staff does not administer or carry ANY participant medications.

Sick Policy

- There are no refunds for Adventures missed due to illness.
- There are no make-up days for illness.

Contact in an Emergency

- In case of an emergency, please call the zoo's main line at (330) 375-2550. Please inform the receptionist with participants' name and the camp they are attending and the staff will be notified.
- For all other calls, please call the number listed above and the receptionist will forward your call to the appropriate person.

Zoo Instructors and Staff:

- Our Adventure Instructors are college age or older.
- All instructors must pass a criminal background check.

Frequently Asked Questions

Q. What do you do at Akron Zoo's VIP Mocktail Family Adventure?

A. As a VIP, you will experience what the Akron Zoo does each and every day for the conservation of our animals and the world in which we live through animal experiences and art! VIPs will experience Up-close animal ambassador encounters, snack on some ROARderves and sip on some animal-themed non-alcoholic drinks! All while having exclusive access to the Education Art Gallery where you will view one of a kind animal art pieces in which some are "LIVING ART!" and the opportunity to create their own art, crafts and play. Then VIPs will have the freedom to explore Akron Zoo's Wildlife Illuminated after the event.

Q. Will we get to play with and hold the animals?

A. Participants will meet some of our education animal ambassadors. They may get to touch some animals, but will not hold or play with the animals.

Q. Will we get to go behind-the-scenes for our Adventure?

A. At this time, only certain programs include behind-the-scenes portions, but that is subject to change. The VIP Mocktail Hour Family Adventures do not include a behind-the-scenes portion.

Q. Are there any forms I need to fill out?

A. No, but if you have additional health or behavioral information you would like to share with us you can use the following link. Please turn them in at least 2 days before the event date. You can fill out these forms at <https://forms.office.com/r/CtXU33J96h> if you have any questions about the forms you can email them to ZooCamp@akronzoo.org.

Q. Can I bring camera?

A. Yes! Please do! The VIP Mocktail Hour Family Adventure programs will have opportunities to take pictures of Animal Ambassadors and other photo opportunities with your own camera at the event.

Q: May I bring our family pet with us?

A: No pets are allowed on zoo grounds, so please leave all pets at home.

Q. Who will be teaching the programs?

A. Our Adventures are taught by zoo staff.

Q. What is your refund and cancellation policy?

A. If the cancellation occurs two or more weeks before your the VIP Mocktail Hour Family Adventure date, a 50% refund will be issued. There will be no refunds for cancellations made less than 2 weeks prior to the first date of a session. There is a \$10 service charge for any changes made to the original registration. Membership must be active at time of registration to receive member rates. The zoo reserves the right to cancel any Adventure with insufficient registrations. In the event this happens, a full refund will be issued.

Q. Can I arrive earlier than stated time on my confirmation letter?

A. No, we ask that families adhere to the guideline so that the zoo staff has time to properly set up for the Adventure.