

Akron Zoological Park

2022 Holiday & Winter Break Adventures Family Guide & FAQs

Thank you for registering for one of the Akron Zoo's 2022 Education Adventures. Below is information regarding check in/out, registration, forms required for participation, appropriate dress and FAQs.

GENERAL INFORMATION:

Holiday Family Adventure – December 3, 10 or 17

For those attending Family Adventure, please park your car in the C Lot. We will open the doors of our Komodo Kingdom Education Center at 2:50 p.m.

Appropriate Attire

Dress in your cutest family-appropriate pajamas so you are ready for your family photo! Make sure to also bring winter coats, warm hats, scarves and gloves, as you will be outside for a portion of the program, as well as during Wild Lights. This program will take place rain, snow or shine, so please dress accordingly.

Wild Lights

Wild Lights Admission is included in the cost of the Holiday Family Adventure. Following the program, participants will be released into the park from our final activity at the penguin habitat.

Winter Break Family Adventure – December 28, 29 or 30

For those attending Winter Break Family Adventures, please park your car in the C Lot. We will open the doors of our Komodo Kingdom Education Center at 2:50 p.m.

Appropriate Attire

Dress in comfortable clothing and closed-toe shoes. Clothing should be **weather appropriate** since this program will take place outdoors rain, snow or shine. Winter coats, warm hats, scarves and gloves are recommended.

Wild Lights

Wild Lights is NOT included in the cost of Winter Break Family Adventure. If you are planning on attending Wild Lights following your program, it is recommended you purchase tickets in advance. Tickets are available at <https://www.akronzoo.org/wild-lights>. Families with Wild Lights tickets will need to exit the zoo at the conclusion of the program and re-enter through our main entrance for the event.

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 your Adventure, a 50% refund will be issued.
- No refunds will be issued less than two weeks before your Adventure.
- There is a \$10 service charge for any changes made to the original registration.
- Membership must be active at the time of registration and members must be logged into their account to receive member rates.
- We reserve the right to cancel any program with insufficient registrations. Refunds will be granted if we are unable to accommodate your family for another appropriate Adventure date.

HEALTH AND BEHAVIOR FORMS:

Every family must complete a health and behavior form a minimum of two (2) days prior to your experience. Forms can be found at <https://forms.office.com/r/hJEuWs5712>

Medications/Allergies/Needs

- It is important that you notify us of any special needs, medical conditions or allergies that participants may have.
- All information will be kept confidential and is only used to help our staff provide you with the best experience possible.
- If someone in your party has a food allergy, please note this on their health form.
- Our policy is that zoo staff will 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 of the participants' name, which Adventure they are attending and any other relevant information, and they will notify the appropriate staff.
- For non-emergency calls, please call the number listed above and the receptionist will forward your call to the appropriate person.

Frequently Asked Questions

Q. What do you do at Akron Zoo's Holiday Family Adventure? (Dec 3, 10, 17)

A. Participants will enjoy feeding our penguins, making a holiday craft project, listening to a holiday story, enjoying a holiday snack, meeting animal ambassadors and taking a festive family photo with an animal! Participants are also free to explore Wild Lights after the event.

Q. What do you do at Akron Zoo's Winter Break Family Adventure? (Dec 28, 29 or 30)

A. Families will learn how animals, especially Akron Zoo animals, survive the cold! Join us for crafts, games, animal encounters and other fun, educational activities including a behind-the-

scenes tour of our grizzly bear night yard! All participating family members must register for the program.

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

A. Participants will meet some of our 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 Winter Break Adventures do include a behind-the-scenes portion.

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

A. Yes, every family must complete a health and behavior form a minimum of two (2) days before their program date. This form can be found at <https://forms.office.com/r/hJEuWs5712>. If you have any questions about this form, please email ZooCamp@akronzoo.org.

Q. Can I bring camera?

A. Yes, please do! The Holiday Family Adventure programs will utilize your own camera for your photo with the Animal Ambassador. Please note that photos may not be taken in behind-the-scenes areas.

Q: May I bring our family pet with us?

A: Pets are not allowed on zoo grounds, so please leave all family pets at home. Regarding service animals, the Akron Zoo is committed to welcoming all visitors and complies with ADA Title III regulations. Therapy or emotional support animals are not permitted in the zoo. As stated in the ADA Title III regulations, service animals may be excluded if their presence alters the nature of the zoo's services or if the animal is out of the owner's control. If a service animal is excluded, the owner will be able to visit without the service animal.

Q. Who will be teaching the programs?

A. All of our Education Adventures are taught by Akron Zoo staff. Program staff members are all college age or older and have passed a criminal background check.

Q. What is your refund and cancellation policy?

A. If a cancellation occurs two or more weeks before your Adventure, 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 the time stated on my confirmation letter?

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