Information & Policies

School Groups

Zoo Policies

• Students must be supervised by an adult at all times in the zoo, gift shop, rides, and playground
• Stay on designated pathways
• No climbing over or under fences/rope barriers
• Animals may not be taunted (No throwing rocks or any object at animals, no tapping on glass)
• Wash hands or use hand sanitizer after feeding animals and before eating
• Shirts and shoes must be worn at all times
• No two-way radios or whistles
• No smoking inside the zoo (Only permitted in the parking lot, away from the entrance)
• Admission stickers must be visible and worn at all times (This is your re-entrance ticket as well)
• Please do not pick flowers or remove animal feathers from the zoo (They are zoo property)
• Be considerate of all other guests and groups

Admission Pricing / Payment

• Students, Staff, Parents, Siblings - Everyone ages 2 and up - $7.50 per person
• For every 15 paid tickets, the 16th ticket is FREE
  (Divide total group amount by 16 for free ticket allotment)
• Zoo Member Passes are NOT valid with school field trips
• Payment must be made in one transaction. It can be made by group check or credit card (Visa, Master Card or Discover). Credit cards have an additional fee of 25¢ for each admission ticket
• To receive any prescheduled rates, the item must be pre-ordered and included in group payment

Zoo Treats

• Zoo animal food for purchase providing a unique opportunity to feed many of the zoo animals
• May be preordered and picked up during check-in. Distribute after Zoo Life program
• Pricing
  o 16 oz cup = $2.00
  o 3 oz cup = $0.50 (pre-order only)
• Purchasing
  o Preorder
  o Wagon outside the amphitheater following the Zoo Life program
• Gift shop
• Feed dispensers throughout zoo
• Feeding
  o Hand feed giraffes, barnyard animals, and deer
  o Toss to prairie dogs, fish in the ponds, ducks and monkeys
  o Feed camels by tossing food down a chute
  o Feed with a flat hand
  o Keep cups away from animals
  o Do NOT feed toucans or penguins

• Rules
  o Do NOT place in plastic bags or plastic cups (Plastic is hazardous to the animals)
- Wash hands or use hand sanitizer after feeding animals and before eating
- Federal Regulations prohibit feeding our animals any food not provided by the zoo

**Gift Bags**
- Gift bags can be purchased for $2.75 per bag
- Must be pre-ordered
- Includes assorted toys such as: 3D puzzle, stickers, slinky, shaped rubber bands, crayons, snakes, & lizards
  - Actual contents may vary

**Rides/Playground**
- All rides are an additional fee for all zoo visitors (Pre-order 24 hr in advance for discount)
- Safari Train - A narrated 15-20 min. round trip ride into an African Savannah to see free roaming animals up close
  - Prescheduled Rate: $2.50 per person
  - Zoo Rate: $3.00 per person ages 2 and up
- Safari Sky Lift - 15-20 min. round trip ride high above the zoo to enjoy the animals from a bird’s eye view
  - Prescheduled Rate: $2.50 per person
  - Zoo Rate: $3.00 per person ages 2 and up
- Jungle Carousel - 2 min. ride on a merry-go-round
  - Prescheduled Rate: $1.50 per person
  - Zoo Rate $2.00 per person age 1 and up
- Playground
  - Included with zoo admission
  - Children must be monitored by an adult at all times

**Zoo Life Program**
- This prescheduled program is offered to grades K-12
  - 15-20 minute educational program in an outdoor amphitheatre featuring an up-close look at several guest animals
  - Students explore the differences between reptiles, birds, and mammals, and the roles zoos and individuals play in protecting the environment
  - SOL material discussed
- Program time assigned during check-in

**Amenities**
- **Concession Stands**
  - Located at the zoo entrance and next to the Sky Ride.
  - Fountain drinks, hot dogs, fries, chicken nuggets, chicken sandwiches, soft serve ice cream, smoothies, snow cones, and hot chocolate during cold weather
- **Water**
  - Bring bottled water
  - The zoo is on well water, county regulations prevent us from having water fountains
- **Vending Machines**
  - Located throughout the zoo and sell soda, Gatorade, and water
- **Gift Shop**
  - Offers zoo treats, budgie sticks, snacks, novelty ice cream, bottled drinks, ride tickets, stroller and adult chair rentals, and souvenirs
- **Public Restrooms**
  - NEW - Treetop Zoofari building outside the zoo
In the zoo entrance
- Across from the barnyard

- **Accessibility**
  - Pathways in the zoo and all restrooms are wheelchair accessible
  - There are a few pathways with hills, they are not mandatory to cross

### Picnic Pavilions

- One pavilion is assigned to your group
  - Each will accommodate approx. 20-25 people
  - Leave lunches and coolers at assigned pavilion
- Bring blankets to picnic on the grass
- You are responsible to clean up your picnic area of all trash and lunch debris
- Trash should be deposited in trash receptacles

### Cancellations/Refunds

- Please give as much prior notice as possible
- No Refunds except for group members who were included in the group payment and whose unused admission stickers are returned. Note: Absent people on the day of field trip can be refunded but this may change the free ticket allotment
- No rain checks

### Rain Dates

- We do not give out rain dates in advance due to the large number of groups that pre-schedule
- If the weather is questionable, call as early as 8 am the day of your field trip for rescheduling options
- We will not reschedule your group before the day of your field trip because of an inelement weather forecast
- The zoo is open during rainy weather and some groups choose to come

### Thank You!

The Metro Richmond Zoo is privately owned and funded solely by gate receipts, gifts shop, and concession sales. The zoo receives no Federal or State funding.