



Goodnight Zoo

The Zoo Learning Center
Education Department
816.595.1765

Thanks so much for your interest in our integrative education programs! Below, you will find information pertaining to this program. Please review with your group before attending the program.

Admittance: Only participants who have pre-registered and paid in full will be permitted to attend. If there are any changes in your list of participants and chaperones, please call the Education Department as soon as possible.

Arrival/Departure: Park in the **Mane Parking Lot**. Education staff will meet you between 4:45pm and 5:00pm at the Zoo Learning Center, located just to the right of the Zoo entrance. The program starts promptly at 5:00pm. Late-comers will not be accommodated. The program will end no later than 7:00pm.

Snack Time: **A light snack will be provided.** Please make arrangements for participants with dietary needs and food allergies.

Dress: Dress for the weather. Wear comfortable shorts/pants, socks, and athletic/hiking shoes - **no open-toe shoes** (sandals, flip-flops, crocs).

Child Supervision: It is the responsibility of the adults in the group to supervise the children, accompanying children **at all times** – including restroom visits. One adult chaperone for every participant under the age of 18 is required to attend.

Security: The Education Department will be staffing the program. Zoo Security patrols the grounds throughout the night. For **emergency use only**, Zoo Security can be reached at 816.215.7097.

Other policies: **No smoking allowed.** The possession and/or consumption of alcoholic beverages or any illegal substances are strictly prohibited.

General Reservation Policies: Full payment is due at time of making reservation. No payments will be accepted the evening of the program.

Weather Cancellation Policy: Zoo programs are rain or shine. However, programs may be cancelled due to inclement weather, in which case the Zoo will notify registrants of the cancellation prior to the program. A full refund will be issued or registrant will have the ability to reschedule. Unless the Kansas City Zoo cancels a program due to weather, no refunds will be given.

Cancellations/Refunds:

- A program may be cancelled due to low attendance numbers. Should this occur, participants will either receive a full refund or have the ability to reschedule. Group registrants will be notified and must notify all other participants accompanying them.
- No-show means customer did not give the Kansas City Zoo's Education Department notice prior to the scheduled program. Refunds will not be issued for no-shows, late arrivals or early departures from program.
- Cancellation means the customer contacted the Kansas City Zoo's Education Department before the scheduled program.

- Cancellation requests received 2 weeks prior to the program start date will receive a 75% refund.
- Cancellation requests received less than 2 weeks prior to the program start date will not receive a refund.

Date Change Policy: Date changes that occur less than 2 weeks prior to original scheduled program will incur a \$5 processing fee per reservation. Date changes are subject to program availability.

What to bring: camera, stuffed animal

What **NOT** to bring: valuables, alcohol, coolers, food/drink (you may bring water or snacks for specific dietary needs/food allergy)