

PENGUIN POLE-OOZA OVERNIGHTS 2017

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: Education staff will meet you at 6:45pm in the **Mane Parking Lot**. Late-comers will not be accommodated. After all participants have checked in, staff will lead you to a secure parking area within the Zoo. This is a lock-in, so participants should plan on staying for the duration of the program. The overnight will end no later than 8:00am the following morning.

Accommodations: Sleeping arrangements will be on the floor in the **Helzberg Penguin Plaza** and may not be gender-specific. Public restrooms are available, but there are no shower facilities.

Meals: **Dinner will not be served;** please eat before you arrive. As part of the evening's activities, a late-night snack will be provided. In the morning, a continental breakfast assortment of cereals, bagels, oatmeal, fruit, yogurt, and juice) 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 ten participants under the age of 18 is required to attend.

Security: The overnight program staff is part of the Education Department and will be staying overnight with you. In addition, Zoo Security patrols the grounds throughout the night. For **emergency use only**, Zoo Security can be reached at 816.215.7097.

Continued on next page

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

General Reservation Policies: If you are booking a private overnight for 20 or more people, a non-refundable deposit of 20% is due at the time of making reservation. Full payment is required at least 4 weeks prior to program start date. If full payment is not received by this date, your program reservation is subject to cancellation. No payments will be accepted the evening of the overnight.

If you are not booking a private overnight, full payment is due at time of making reservation. No payments will be accepted the evening of the overnight.

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. Registrants must notify all other overnight participants. If this happens, a full refund will be issued or registrant will have the ability to reschedule. Unless Kansas City Zoo cancels a program due to weather, there will be no refunds given.

Cancellations/Refunds:

- An overnight may be cancelled due to low attendance numbers. If the Zoo cancels an overnight program due to low enrollment, participants will either receive a full refund or have the ability to reschedule. Group registrants will be notified and must notify all other overnight participants.
- No-show means customer did not give the Kansas City Zoo's Education Department notice before the scheduled program. Refunds will not be issued for no-shows, late arrival or early departure from program.
- Cancellation means the customer contacted the Kansas City Zoo's Education Department prior to the scheduled program.
 - Cancellation requests received 2 weeks prior to the program start date will forfeit the deposit as a cancellation fee.
 - 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: sleeping bag, pillow, one carry-on (include toiletries, pajamas, extra pair of clothes), floor mat or air mattress (limited electrical outlets), camera

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