



Self-Guided Field Trip Policies

1. RESERVATIONS – NEW

Any reservation requests for School Group Field Trips must be received in writing no later than 4 weeks prior to the date of your intended visit. Phone reservations will not be accepted. Requests received later than 4 weeks out are not eligible for Discounted School Group Rates and must pay regular admission rates. Your Self-Guided Field Trip is confirmed when you receive a confirmation number and Field Trip Guide (usually within two business days) from the Virginia Zoo by email. (All registration confirmations will come to you from an email address ending in @Norfolk.gov.) **PLEASE NOTE: Schools that do not have a confirmed reservation will be charged full price admission.** If you have not received confirmation within one week of submitting your request, please email us at jeana.smith@norfolk.gov.

2. FIELD TRIP WRISTBANDS – NEW

At least one week prior to your scheduled visit, we will mail you ZOO WRISTBANDS that serve as admission tickets for every adult and staff member you included in your reservation. We recommend you estimate your numbers accurately when making your reservation so that you have enough wristbands for all chaperones, and staff that might come. **PLEASE NOTE: Wristbands are non-transferable, non-replaceable one day tickets for admission into the Zoo. The Virginia Zoo is not responsible for lost or missing wristbands.**

In the event you have extra wristbands, you may return them to the Zoo without penalty on the day of your visit only. **Please Note: You will be charged for unused wristbands that are not returned on the day of your visit.** You will **not** be able to order additional wristbands once your reservation has been confirmed. Adults who do not have wristbands on the day of your visit will have to stand in line and pay full price general admission at the Gate upon arrival. To expedite your entrance to the Zoo, please ensure that every adult chaperone and staff member is wearing their wristband prior to arrival.

3. CHAPERONE POLICY

Compliance with Chaperone Policy is required to remain eligible for Discounted School Group Rates.

- One adult per 10 students is REQUIRED for all groups (Preschool - Grade 12). When determining how many chaperones are required round up the number of students to the nearest 10. (e.g. 29 students requires 3 chaperones; 31 students requires 4 chaperones)
- Additional Adult chaperones above the 1:10 ratio paid for as part of the school group payment (single form of payment; one transaction for entire group) receive a discounted admission rate of \$4 each. Adults paying separately must pay full admission prices or use their membership card.
- Additional adults and children entering the Zoo before or after the school group may be required to pay full admission price when they arrive, or use their membership.
- Chaperones must be at least 18 years old.
- Chaperones must stay with their assigned group at all times.
- Adults bringing younger siblings/babies in strollers are welcome but may NOT be counted as chaperones and must pay full admission prices or use their membership. Extra children are subject to full admission prices.

4. BUS DRIVER ADMISSION

The Bus Drivers that drive your group to the Zoo receive free admission on the day of your visit only. Their children, family and friends will be subject to the general admission rates unless the child is a student in the visiting group.

5. STUDENT CONDUCT POLICY

For the safety and enjoyment by all Zoo guests the following are expected of your students. Chaperones will be held responsible for student conduct.

- Feeding animals is prohibited except in designated areas with food provided by the Zoo.
- Stay on visitor pathways.
- Outside food is not permitted in the Zoo. One drink per person in plastic bottles without straws is allowed.
- Do not eat or bring food into an exhibit area.
- Do not throw items in exhibits, tease or chase the birds or bang on glass exhibits.
- Use quiet voices near exhibits.
- Skateboards, skates or any kind of bicycles are not permitted.
- Walk, don't run.
- Be courteous to others trying to view an exhibit.

5. ZOO MEMBER FIELD TRIP POLICY

- **Virginia Zoo Members** – Virginia Zoo member adults chaperoning a field trip can take their student child through the Members Entrance with their membership card and appropriate identification. A photocopy of the Virginia Zoo membership card must be provided to the ticket booth upon arrival for member students that do not have a parent attending the field trip. Students who do not have a photocopy of their Virginia Zoo Membership Card are required to pay the same fees as their classmates.
- **Reciprocal Zoo/Aquarium Members** – Reciprocal Zoo/Aquarium member adults chaperoning a field trip can take their student through the Members Entrance with their membership card and appropriate identification. Students who do not have a parent chaperoning the field trip may not use their membership and must pay the same fees as their classmates.

7. SNACK AND LUNCH POLICY

Outside food is prohibited in the Zoo. One drink per person may be brought into the Zoo as long as it is **not** in a glass container and **does not** have a disposable straw. Shelters in Lafayette Park are available for your picnic. Please call Norfolk Parks and Recreation to reserve a shelter, 757-441-5834. Unfortunately we do not have the facilities to store your lunches. They must be safely stored on the bus or in a chaperone's vehicle.

Bagged lunches are available through our African Village Restaurant. Please see the Bagged Lunch Order Form that will be included in your Field Trip Guide.

8. ZOO MAPS

Zoo Maps will be provided at the gate to chaperones only. A downloadable map is available on our website to make copies for your students or for classroom projects.

9. PAYMENT

The Virginia Zoo accepts cash, business checks, VISA and MasterCard. Cash should be bills not coins to expedite your class through the gate. Business checks **must be made payable to City of Norfolk Treasurer**. If paying by Visa or MasterCard insure your card will be accepted at the gate by having Merchant Category Code 9311 (Tax Payment) temporarily allowed.

Payment may be made in advance or on the day of your visit. Checks received in advance will be processed upon receipt. Credit Cards received in advance will be held for processing until the day of your arrival. **PLEASE NOTE: Signature is required when paying by credit card. We can not accept credit cards over the phone.**

10. REFUNDS AND CANCELLATIONS

If you must cancel or reschedule a reserved field trip, give the Virginia Zoo as much notice as possible. Call the Visitor Services Department at 757-441-2374 ext. 251 or email jeana.smith@norfolk.gov to cancel or reschedule your visit.



Self-Guided Field Trip Request Form

1. Fill out the registration form. Registration is done by mail, fax or email only. Telephone reservations are not accepted. Reservations will not be accepted without the Principal/Director signature. Questions? 757.441.2374 ext. 251
2. Get your registration request in early! Four weeks advance notice is required for booking your Zoo visit and spaces are limited.
3. Submit your request form, page 3 only, by mail to Virginia Zoo, Attn: Visitor Services, 3500 Granby St., Norfolk, VA 23504, or fax to 757-441-5408 or email to jeana.smith@norfolk.gov.

1 st Choice					2 nd Choice					3 rd Choice				
M	T	W	TH	F	M	T	W	TH	F	M	T	W	TH	F
Date / /					Date / /					Date / /				
Circle one: Public School					Private School					Licensed Preschool/Day Care				
(Preschools or Day Care Centers must submit a copy of the teachers license with this Reservation Request)														
School Name														
Street Address														
City					State					Zip				
School Phone							School Fax							
Contact Teacher Name							Contact Teacher E-mail							
Expected number of students attending Field Trip														
Expected number of Adults (This is the number of wristbands you will receive.)														
Expected number of children with disabilities														

By signing below I acknowledge I have read and understand the Virginia Zoo Self-Guided Field Trip Policies. Principal/Director signature is required.

Principal/Director Signature

Date

Contact Teacher Signature

Date