THANK YOU...

For bringing your school group to the Oregon Zoo. This guide is intended to help make your field trip the best experience possible. Please review and if you have any questions call the Admission Office at 503-226-1567. Enjoy your trip!

BEFORE YOU ARRIVE

Date Changes - If you need to change dates, please call the Admission Office at 503-226-1567 or email schoolgroups@oregonzoo.org. Please visit oregonzoo.org/field-trips to confirm availability.

Tickets - Make sure every student, chaperone and teacher has a paid admission. Field trip admissions will be issued on one ticket instead of individually. The group leader should present the ticket and give a number (students and chaperones) count to the scanner.

Student Name Tags - Make sure students have name tags (not included) with their first name, school name and teacher name.

Chaperone Info - Prepare chaperones to lead their assigned students before you leave your classroom. Remind chaperones that they are required to wear one of the bright orange name tags included in your registration packet. Please write the chaperone’s name, school name and teacher name on each name tag. The name tag is not an admission ticket.

Bus Driver Info - Please make sure the bus driver knows where to unload/load the buses. Remember—parking of buses in zoo lots is not permitted. To avoid bus congestion, consider riding MAX to the zoo. For information contact TriMet at trimet.org or 503-238-7433. Additional information for bus drivers can be found at bit.ly/zoobusdriver

Emergency Info - Be sure to bring student emergency contact information.

Field Trip Activity Guide - Print out one of the fun-filled guides to enhance your students’ experience. Go to oregonzoo.org/field-trips, scroll down to step 6 for a complete listing.

Parking - Parking is limited and space cannot be guaranteed. Remind anyone parking their personal vehicle at the zoo that they will need to pay for parking. Go to washingtonparkpdx.org to get updated information.

Lunches - Space for lunch storage is limited. For convenience, consider having students or chaperones carry lunches in a backpack.
WHEN YOU GET HERE

- Proceed to the new school group entrance at Gate E. See map for details.
- Will call tickets will be at the school group entrance.
- Staff will greet you. Please give them your cell phone number so you can be reached in case of emergency or lost children.
- If you need additional tickets, have one person go to the ticket window at the school group entrance to purchase them.
- Unload your bus and proceed as an entire group to the scanner located at Gate E. The group lead should present the ticket and give a number count (students and chaperones) to the scanner.

**Note:** Zoo members will not be allowed admission to the zoo through the school group entrance. Membership benefits are only valid at the zoo's main gate.

RESOURCES TO MAKE YOUR TRIP MORE EDUCATIONAL

**Zoo School**

Make the most of your visit. Join education staff in one of the zoo’s classrooms for hands-on activities and animal presentations. Then take your new knowledge out on the zoo grounds for your own self-guided safari.

**A separate fee is charged for all Zoo School presentations.** Visit our website at [oregonzoo.org/zooschool](http://oregonzoo.org/zooschool) or call 503-220-2781 for class descriptions and pricing information (must be booked two weeks in advance). Payment is separate from field trip tickets.

**Field trip activity guides**

These handy guides help your chaperones get the most out of your visit. Guides offer a variety of themes with guided discovery activities aligned to core academic standards to use as you travel around the zoo. Download from the zoo’s website at [oregonzoo.org/field-trips](http://oregonzoo.org/field-trips).

For current events and/or programs visit:
[oregonzoo.org/today](http://oregonzoo.org/today)

IN CASE OF EMERGENCY

**Emergency Phones**

In the event of an emergency or lost child, pick up the receiver on one of our red emergency phones or call the zoo’s emergency number at 503-972-9111. Emergency phones are located at the entrance to Forest Hall; near the restrooms at AfriCafe; in the Africa exhibit at Sankuru Trader; and between Black Bear Ridge and Eagle Canyon at Cascades. You may also ask any uniformed employee for assistance.

**First Aid**

First aid stations are located in the AfriCafe and the zoo’s reception office. Family style restrooms are available at the reception office, Elephant Plaza, Discovery Plaza and Rain Forest Plaza.

**Lost Students**

If a student is separated from your group, please notify a uniformed zoo employee. Children should be instructed to do this as well. Please have a complete clothing and appearance description of the lost child(ren).
**FREQUENTLY ASKED QUESTIONS**

**Lunches**

**Does the zoo offer school lunches?**
YES, the zoo offers school lunches. You can choose from two options—corn dog or cheese sandwich. Each includes potato chips and milk. The cost is $5.50 each. Lunches must be ordered online 5 days in advance.

**Where do I pick up my pre-ordered lunches?**
Lunches can be picked up at the AfriCafe at your pre-scheduled time.

**Can my students purchase a lunch on-site?**
YES, you also can purchase items a la carte at one of our concession stands on the day of your visit. Please allow extra time to purchase food on-site.

**Is there a place to store our lunches if my students bring their own?**
YES, there are shelves available on a first-come, first-served basis in Elephant Plaza and Discovery Plaza. They are not lockable. If you choose to pack your own lunches, please be aware that the zoo has limited availability for group lunch storage. The zoo cannot guarantee a storage area will be available, so be prepared with alternative arrangements for managing lunches.

**Can you help us transport our lunches?**
NO, but you may rent a stroller at our gift shop.

**Where can we eat our lunches? Are there covered areas?**
You can eat lunch on the concert lawn, Elephant Plaza, BearWalk Café and at Congo Ranger Station in Africa Rainforest, but please note these areas may or may not be covered or equipped with picnic tables or benches. Be prepared for an outdoor dining experience. Please help us keep our exhibit areas open for viewing by not having your group eat at or in close proximity to animal exhibits or in the main walkways.

**Tickets**

**May I purchase additional tickets at the school group rate the day of my visit?**
YES, at the ticket window located at the school group entrance.

**If I have unused tickets at the end of the day, can I get a refund?**
NO. Unused admissions from the day of your field trip will be held as credit on that ticket, valid for 18 months.

**Can parents use their zoo membership for trip admission?**
NO. This special offer cannot be combined with member benefits.

**Chaperones**

**Are teachers considered chaperones?**
YES, teachers are chaperones and need tickets.

**Can bus drivers be chaperones?**
NO, bus drivers cannot be chaperones since they are required to park off-site.

**Do chaperones have to stay with students on the zoo grounds?**
YES, students must be chaperoned all times (including in the gift shop).

**I have students that are over 18 years old, can they be chaperones?**
NO, high school students cannot be chaperones for other students.

**Do chaperones have to wear the orange name tags included in my packet?**
YES, all chaperones are required to wear the orange name tags. This helps us identify who is in charge of a group of students.

**Parking**

**Do chaperones parking their personal cars at the zoo need to pay for parking?**
YES, all guests who park at the zoo will be required to pay for parking. For more information visit: [washingtonparkpdx.org](http://washingtonparkpdx.org)

**Are chaperones guaranteed a parking space when they drive their personal cars to the zoo?**
NO. Parking is limited and available on a first-come, first served basis. During the spring, the parking lot often fills by 10:00am. Don't be caught off-guard, plan accordingly.

**Lost students**

**What should we do if we lose a child?**
Contact a zoo employee. Instruct your students to look for a uniformed zoo employee if they get separated from their group.

**Buses**

**Why can't buses park at the zoo?**
Unfortunately, there is not adequate space for every bus. In fairness to all schools and our neighboring facilities, the Children's Museum and World Forestry Center, we can't allow buses to park on-site.

**Gift Shop**

**May my students visit the gift shop?**
YES, but they must be accompanied by a chaperone (one adult for eight students). Large bags and backpacks are not allowed in the shop.
GUIDELINES FOR CHAPERONES

Demonstrate appropriate behavior. Students learn by copying your behavior. Modeling appropriate behavior and attitude is the most powerful type of teaching.

Keep the group together. Chaperones are expected to stay with their group at all times, regardless of student age and independence.

Keep students focused. Make sure students are participating in activities, and gently redirect them if they are having trouble focusing.

Encourage curiosity and exploration. Help your students learn and explore by asking questions that keep them involved; responding positively to their answers and ideas; and encouraging them to learn by observing.

Respect our animals, the zoo grounds and other visitors. Please remind students to:
- take turns watching the animals;
- keep voices low;
- walk rather than run;
- keep food and other objects out of the exhibit;
- write only on appropriate surfaces;
- and deposit unwanted items into the trash or recycling bin.

THANK YOU FOR HELPING MAKE YOUR ZOO VISIT THE BEST ONE POSSIBLE.