

FIELD TRIP GUIDE

OREGON
ZOO



presented by



Project Zero

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 or need to change your field trip date please call the admissions office at **503-226-1561** or email **schoolgroups@oregonzoo.org**



BEFORE YOU ARRIVE

Teachers will be sent a wristband for every paid admission. Make sure students, chaperones and teachers **each** have a wristband and are wearing it before arriving at the zoo.

Wristbands are valid only on the day of your scheduled field trip and are non-refundable.

Additional tickets may be purchased online at the school group rate up until two weeks before your scheduled field trip or the order is paid in full. After this but before the day of your field trip, additional tickets may be purchased, if space is available, at the school group rate by emailing schoolgroups@oregonzoo.org. **School rates are not available day of your visit.** Tickets purchased day of your field trip will cost \$18 per person for everyone 2 years old and up.

Chaperone Info - Prepare chaperones to lead their assigned students before you leave your classroom.

Bus Driver Info - Please make sure the bus driver knows where to unload/load the buses.

September–March: Buses unload and load at the main gate

April–June: Buses unload at Gate E and load at the main gate

Additional information for bus drivers can be found at **oregonzoo.org/zoobusdriver**

Important — parking 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**.

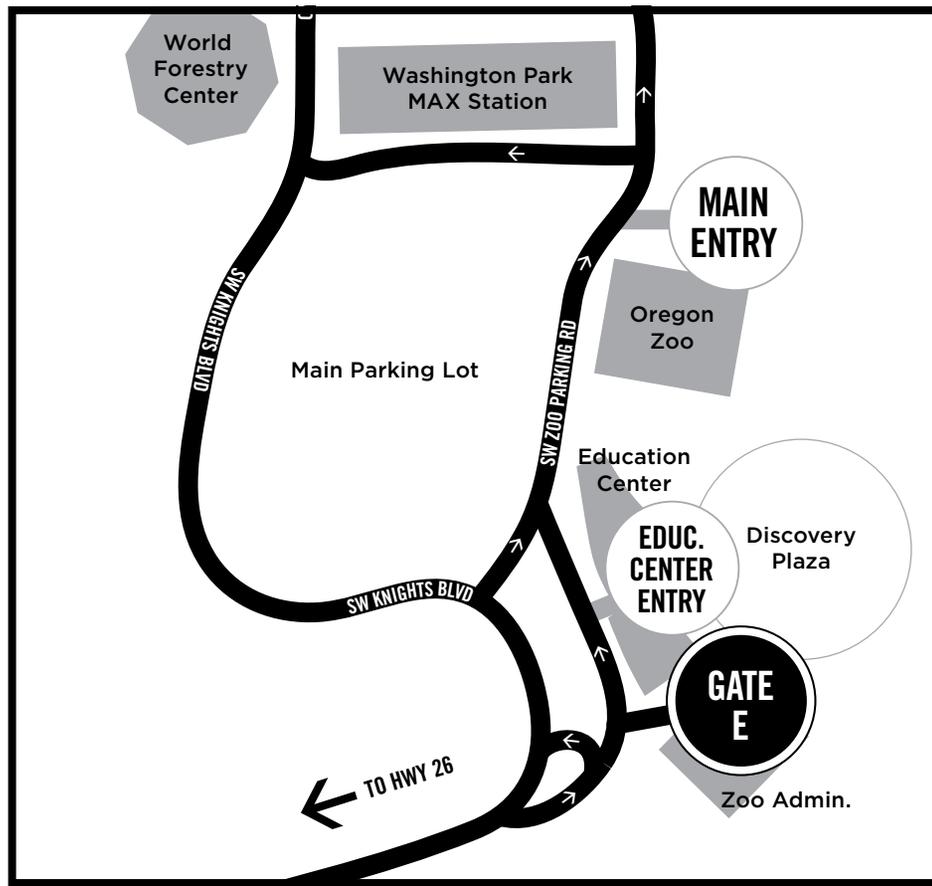
Emergency Info - Be sure to bring student emergency contact information.

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 **explorewashingtonpark.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

- Unload your bus and proceed quickly to the appropriate entry gate. See map for details.
- If you need to purchase additional admission, please have one person go to the ticket window to purchase them. **The school group rate is NOT available on the day of your field trip. Tickets purchased on the day of your field trip will cost \$18 for each person 2 years old and up.**
- Membership benefits are only valid at the main gate, not the school group entrance.



IN CASE OF EMERGENCY

In the event of an emergency, a need for first aid or if a student is lost, call the zoo's emergency number at **503-505-5454** or ask any uniformed employee for assistance. Students should be instructed to do this as well in the event that they become lost. Please have chaperones make a note of complete clothing and appearance descriptions of the students in their care, this will make finding them easier should they become lost.



FREQUENTLY ASKED QUESTIONS

Tickets

May I purchase additional tickets at the school group rate the day of my visit?

NO, the school group rate is not available on the day of your field trip. Admissions purchased on the day of your field trip will be available for \$18 per person, regardless of age.

If I have unused tickets at the end of the day, can I get a refund?

NO. Unused admissions (wristbands) are non-refundable.

Some of my students have a family membership to the zoo. Can they use their membership as part of our school group?

NO, membership benefits cannot be used for school group admission.

How long can I hold my reservation without paying?

Reservations must be paid in full at least two weeks in advance of your reservation.

Lunches

Does the zoo offer lunches for field trips?

No, not at this time. We are working on re-introducing this program in the future.

Can my students purchase a lunch on-site?

YES, you can purchase items ala carte at any of the zoo's concession stands. Please allow extra time for purchasing food ala carte.

Is there a place to store our lunches?

YES, there are shelves available on a first-come, first-served basis in Elephant Plaza and behind Coffee Crossing. They are not lockable. If you choose to pack your own lunches, please be aware that the zoo has limited availability for lunch storage. The zoo cannot guarantee a storage locker 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 or wagon at the gift shop.

Where can we eat our lunches? Are there covered areas?

You may eat lunch at the new Polar Plaza, on the concert lawn, or at Elephant Plaza if there are no events taking place, but please note that 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 viewing areas open by not allowing your group eat at or in close proximity to animal habitats or on in the main walkways.

Chaperones

Are teachers considered chaperones?

YES, teachers are chaperones and need paid wristbands.

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.

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 about parking and transportation options please visit: explorewashingtonpark.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 field trip season, the parking lot often fills by 10 a.m.

Lost students

What should we do if we lose a child?

Contact a zoo employee or call 503-505-5454. Instruct your students to look for a uniformed zoo employee if they get separated from their group, or to call the same number. Chaperones should make a note of the attire and appearance of each student in their care.

Buses

Why can't buses park at the zoo?

In fairness to all schools and our neighboring facilities, 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 store.

GUIDELINES FOR CHAPERONES

Respect our animals, the zoo grounds and other visitors.

Please remind students to:

- take turns watching the animals;
- keep voices low near animal habitats;
- walk rather than run;
- keep food and other objects out of animal areas;
- deposit unwanted items into the trash or recycling bin.

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.

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

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

Be prepared. Make a note of the physical description (clothing, height, hair color) of each of the students in your group. In the unlikely event that one of them is lost, this information will help staff find them quickly.

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4001 SW Canyon Road | Portland, OR 97221 | 503-226-1561 | oregonzoo.org



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