



Nocturnal Adventures Group Policies

Each group leader is responsible for providing information given by the Zoo to ALL program participants.

1. **Emergencies/Severe Weather:** Programs occur in all weather; cancellations are based on weather reports and will be decided by Zoo staff. If you have concerns about severe weather, or have to cancel for any reason, please call Kate Olukalns, Program Coordinator, at 513-559-7725 as soon as possible. To contact participants during a program (**emergencies only please**), call (513) 236-0156.
2. **Arrival:** You may arrive between 6:30 and 7:00 p.m. The program begins promptly at 7:00 p.m. Please do not unpack your vehicles until you have been instructed to do so. When arriving, it is up to the group leader to have the group organized and prepared to enter the Zoo. If you have a large group and will be sleeping in the Education Building, you will be contacted with room assignments. Your group should be prepared and ready to split up when you arrive.
3. **Late Arrivals: *You are attending a Zoo program when the Zoo is closed.** Late arrivals can **only** be accommodated by prior arrangement as the Zoo gates will be locked shortly after the program begins and teachers are attending to those here. If anyone in your party is delayed en route, call (513) 236-0156. Please share this number with drivers in your group. If the entire group is running late, you **must** call by 8:00 p.m. or your program will be cancelled. If you arrive late, we will need to cut parts of your overnight. We can not keep animal buildings open after certain hours.
4. **Payment/Minimum Attendance:** Full payment is required three weeks prior to your program. The minimum number of paying participants is **15**. Groups with more than 15 participants may withhold payment for four additional guests as insurance for no-shows.
5. **Refunds:** No refunds.
6. **Rescheduling:** \$50 will be charged to groups rescheduling for reasons other than severe weather or natural disasters.
7. **First Aid/Medical:** The Zoo is not responsible for first aid or emergency medical assistance. Cincinnati's 911 services provide emergency assistance. Zoo staff will offer assistance with minor first aid whenever possible. All medical expenses, such as ambulance service, etc., will be at the injured party's expense. The Zoo is located within ONE block of the leading Children's Hospital and within five minutes of many other hospitals. The Zoo has evening security to assist in the event of an emergency, they will be handled quickly!
8. **Behavior/Damages:** The Zoo reserves the right to end a program and require guests to leave for unruly or dangerous behavior. Groups will be billed for damages to Zoo equipment or facilities.

9. **Supervision/ Age Limits:** The Zoo requires one adult for every 10 children. Children younger than 5 years old are not permitted to overnight programs.

10. **Alcohol/Cigarettes/Drugs and Firearms:** These are not permitted at any time. The Zoo is a non-smoking facility.

11. **Photo release agreement:** By participating in the Nocturnal Adventures program, all participants grant the Zoo permission to use and publish their photographs, names, written statements and/or verbal interviews. The Zoo is allowed all rights, title, and interest in the finished work and may transfer or broadcast the same to any individual, business, TV, radio station, or print media.

12. **Media on Assignment:** News media on assignment must request interviews and photo sessions in advance through the Media Relations Department. This will ensure that appropriate Zoo personnel will be available on the day of the visit. All media on assignment must arrive at the Main Autogate, unless otherwise noted, and be accompanied by a member of the Media Relations Department during their visit.

Thank you for taking the time to acquaint yourself (and your group) with the Cincinnati Zoo Nocturnal Adventures policies, we look forward to your visit.

Sincerely,
Kate Olukalns
Nocturnal Adventures Program Coordinator
513-559-7725
kate.olukalns@cincinnati-zoo.org

