

# VIPenguin FAQ

## Where do we meet?

Please plan to park in the Zoo's main parking lot on Vine Street (under the solar panels!). Enter the Zoo through the main turnstiles using your e-ticket. Your tour guide will be waiting for you in the Vine Street Village Gift Shop just inside the turnstiles. Inside the Gift Shop please meet next to the large tree.

If rerouted to an overflow lot - once inside the park, please proceed to the Vine Street Village Gift Shop (see circle below). Your tour guide will be there waiting to meet you.



**What should I wear?**

You will be outside for a large part of the tour. There is a chance that your clothes and shoes may get wet and/or dirty therefore you may want to bring a change of clothes/shoes.

***Shoes must be closed toe! No crocs, sandals or other semi-closed toe footwear will be permitted.***

You will be asked to remove all jewelry other than smooth wedding bands (no stones).

**Can I take pictures during the program?**

No, during this tour your guide will act as your photographer. After your experience your photos will be emailed to you.

**What if I'm late?**

If you are more than 15 minutes late, please call Sam at 513-375-6493. If you arrive late, the length of the program cannot be extended.

**What if I need to cancel?**

Any cancellations must be received seven or more business days in advance of the scheduled program in order to receive a refund. Registration does include a non-refundable deposit equal to \$50. Any cancellations received six business days or less are not eligible for a refund. Exceptions to the refund policy will be made on a case by case basis and at the sole discretion of the Program Manager.

**What if the Zoo needs to reschedule due to veterinary procedures for the animals?**

As with humans, there are times when our animals do not feel well or need to have a vet visit last minute. We will do our best to reschedule your visit or provide you with a full refund.

**Additional questions or concerns? Please contact Sam Kornau, Coordinator of Wild Encounters and Fun! at 513-487-3359 or [Sam.Kornau@cincinnati-zoo.org](mailto:Sam.Kornau@cincinnati-zoo.org)**