

## **Ticket Instructions-**

1. 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 or membership. Your tour guide will meet you in the welcome center. See below map for the starred location.
2. Please plan to arrive **10 minutes before your scheduled experience time.** **Because of the nature of this experience, guests will not be admitted into this experience once this experience begins.**
3. This ticket is needed for entry into the Galapagos Tortoise experience. Please show attendant via your smartphone or bring printed ticket. **This is not a general admission ticket to the zoo. Only attendees with tickets are permitted to attend this experience.**
4. This experience will be held rain or shine.
5. Questions or concerns? Please emails **bts@cincinnati-zoo.org**

## **General FAQ**

### **Where do we meet?**

For this experience, please plan to meet attendant in the welcome center. Please see below map of meeting location indicated with a star.

### **What should I wear?**

Please wear closed toes shoes, and clothes you don't mind getting wet or dirty. Guest will also be required to wear masks during this experience.

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

Yes, you are permitted to take your own photos during this experience.

### **What is there's inclement weather on the day of my encounter?**

This experience is held inside rain or shine.

### **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.

