

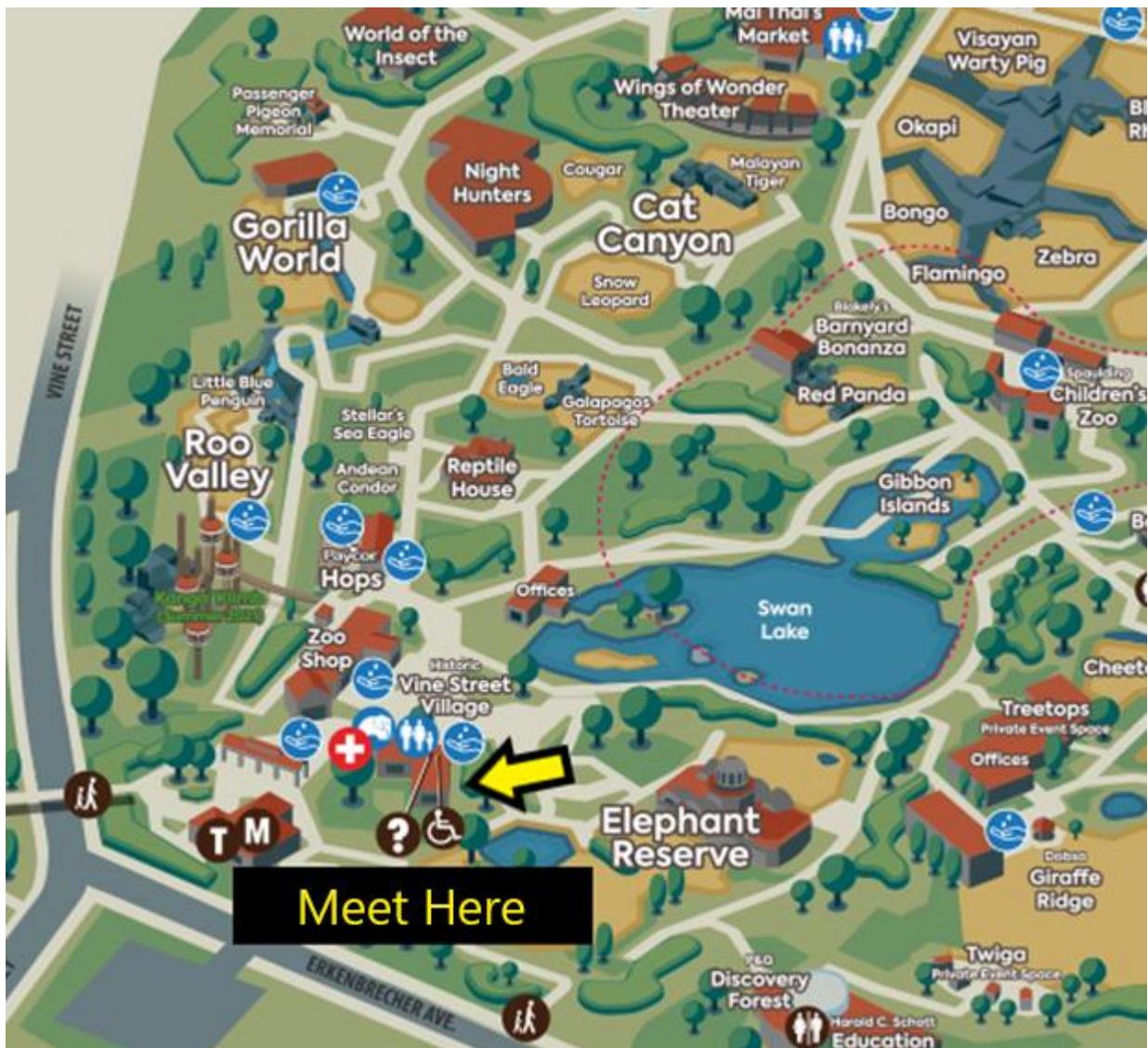
## Behind-the-Scenes Giraffe FAQ

### Where do we meet?

**Please plan to meet at the welcome center 10 minutes before scheduled experience time.**

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, and proceed to the Welcome Center.

If rerouted to an overflow lot - once inside the park, please proceed to the Welcome Center (see map 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).

### **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)**