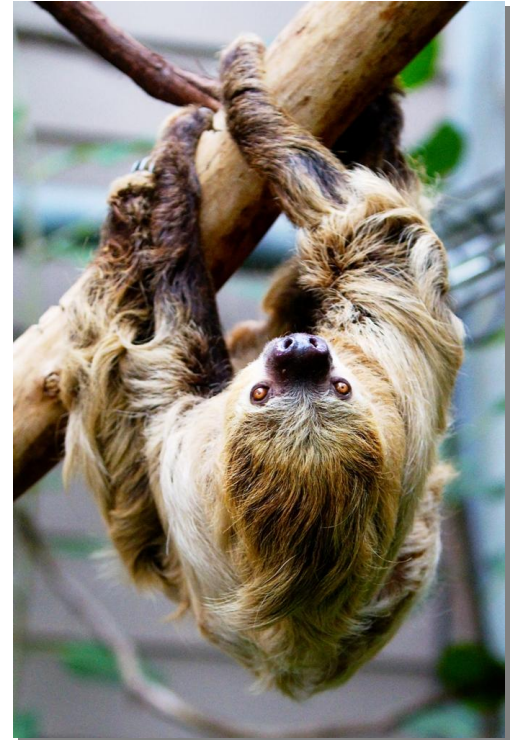


'Moe'mentous Sloth Encounter Details

Key points to remember before your Sloth Encounter:

1. Please arrive on time, allowing extra time for parking and travel from the parking lot to the Education Center.
 2. Communication between you and your guide is crucial. Please follow all instructions as they are communicated to you.
 3. You must be attentive. Although the sloth is comfortable working with her human caregivers, she is still a wild animal and her behavior can be unpredictable.
 4. Any special needs should be discussed with the program manager prior to the program via contact information provided below.
 5. All participants are required to complete and sign a liability waiver.
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SLOTH ENCOUNTER FAQ

Who can participate in the Sloth Experience?

- Adults
- Children under age 15 may participate with an accompanying adult.
- Youth ages 15 and over may tour solo with the written permission of an adult or guardian.

What should I wear?

- You will be indoors for the Sloth Experience. No special clothing or footwear is required.

Will there be a place for me to store my personal items?

- No, please be prepared to carry any personal items with you during your experience.

Can I take pictures during the program?

- Yes, personal photos are permitted during the Sloth Experience.

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 and **proceed to the Education Center.** Your tour guide will be waiting for you in the lobby of the Education Center. **(See yellow circle on map below).**
- If rerouted to an overflow lot - Once inside the park, please proceed to the Education Center (see **yellow circle on map below).**
- **Please note: the Zoo's main parking lot (Vine Street) will open at 8:45am**



What if I'm late?

- If you are more than 15 minutes late, please call Maura at 513-375-7043. 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 Maura Messerly, Behind-the-Scenes Program Manager at 513-487-3357 or maura.messery@cincinnati-zoo.org

Please note: the Zoo's main parking lot (Vine Street) will open at 8:45am

Security: (513) 475-6112