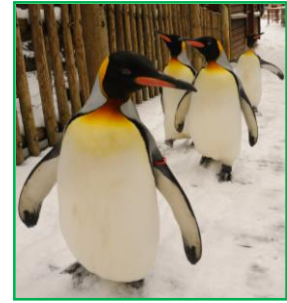


VIPenguin Experience Details

Being a zookeeper takes careful preparation. Here are some things you need to know so that you can be prepared to work side by side with a member of our Aviculture team:

1. Participants must be in relatively good physical condition as this is a high energy program providing the opportunity to experience the work of a keeper.
2. Communication between you and your guide is crucial.
3. You must be attentive. Although the animals in the penguin exhibits are comfortable working with their human caregivers, they are still wild animals and their 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.



FAQ

Who can participate in the VIPenguin Experience?

- Adults
- Children ages 10 and above may participate with an accompanying adult
- Youth over the age of 15 may tour solo with the written permission of an adult or guardian

What should I wear?

- You will be indoors for a large part of the tour. There is a strong chance that your clothes and shoes may get wet and/or dirty while inside the penguin exhibit 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. Shoes or boots with a sturdy, rubber sole are highly encouraged.**
- **Strings and laces of any kind must be tucked and secured prior to interaction with the animals.**
- You will be asked to remove all jewelry other than smooth wedding bands (no stones).

Can I take pictures during the program?

- Your tour guide will also act as your own, personal photographer during the experience. Following your experience, the high-res photos will be mailed to you on a CD. **No personal cameras or videos will be permitted.**

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 at the Welcome Center, just inside the turnstiles.
- If rerouted to an overflow lot - once inside the park, please proceed to the Welcome Center (see star below). Your tour guide will be there waiting to meet you.



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.messerly@cincinnati-zoo.org