



Education Terms and Conditions

Registration for a Cincinnati Zoo Field Trip, Overnight Adventure, Zoo Troop, Camp, Family Program, or Adult Program constitutes acceptance of the terms and conditions set forth. Upon entry to the Zoo, guests grant the Zoological Society of Cincinnati (the “Zoo”) permission to use images or media of anyone in advertising, publicity and other promotions without payment or compensation to holder.

The guest voluntarily assumes all risk of personal injury (including but not limited to death) and loss of property, by accident or otherwise, incidental to attending the Zoo and using its rides, attractions, and facilities, and agrees that the Zoo, its directors, officers, employees, and agents are not responsible for and shall not be liable for any such injuries or losses, no matter how caused.

Entry to the Zoo evidences a revocable license to enter the Zoo’s property, and this license may be revoked (and the holders ejected from the Zoo’s property) at the sole discretion of the Zoo, without refund, if misused or if the holder fails to abide by the policies, rules or regulations of the Zoo. Such policies, among other things, prohibit the possession and/or use of controlled substances and intoxicants on Zoo property.

Park hours, prices, policies, and programs are all subject to change without notice.

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0.0 Covid Safety Policies

All guests 3 years old and older and staff are required to wear masks while indoors and during human-animal interactions like animal encounters. There are currently no exceptions to this policy. It is our priority to keep all guests, animals and staff safe. Live animal encounters allow participants to be up close and personal with a variety of animals, including mammals that may be susceptible to the disease. Some programs may require a temperature check with a touchless thermometer. Participants with a temperature of 100 degree or higher will not be allowed to attend the program. Please note protocols may be different for other programs and events due to the nature of the programs.

1.0 Cancellations and Refund Policy

The Zoo reserves the right to cancel a program. Every effort will be made to contact registrants if this occurs. The Cincinnati Zoo & Botanical Garden’s Education Department will offer refunds for all eligible programs cancelled by the participant up to two weeks before the date of the Programs. No refunds or credits will be given for eligible programs cancelled by the participants within two weeks of the program date.

For Family and Adult Sunset Safari and Overnights no date changes can be made within two weeks of the program date.

Programs not eligible for refund: deposits made on Group After Hours programs, regardless of cancellation notice.

Programs purchased before January 1, 2022 are eligible for a class credit if cancelled within two weeks of the program start date. Credits will be valid for 5 years from activation. Credits can be used online, in-person, or over the phone.

2.0 Gift Certificates

Gift Certificates are available for purchase and may be used for any of our Education Programs (child, family, adult day programs, family, adult after hours programs, school and group after hours programs, school and group virtual programs). Gift Certificates are not available for field trips. Gift certificates expire 5 years from issuance date. Gift certificates do not lose value over time, and there are no fees associated with them. If lost, stolen or damaged, gift certificates may be replaced for the remaining value if you provide satisfactory proof of purchase. The Cincinnati Zoo will not be responsible if your gift certificate is used without your permission.

3.0 General Field Trip Visits

Bookings are available for childcare centers, homeschools, preschools, charter schools, and public and private schools, up to and including university students Sunday-Saturday year-round. Admission is required for students/children 2 years and above. Children under 2 years of age are free, and do not have to be counted as part of the school’s admission. Please [see website](#) for current pricing.

Bookings must be made in advance to be eligible for the discounted school rates. Unregistered schools will pay the “Unregistered School” school rate, charged \$12 per person; there is no free chaperone rate for unregistered schools.

Payment should be made on the day of the visit, via check, credit card, purchase order, or cash. Groups using purchase orders will be invoiced and payment is due within 2 weeks (14 days) of invoicing.

Membership cards cannot be used for admission but may be used for private vehicle parking. Education prices cannot be used in conjunction with any other offer, promotion, discounts, or third-party payment methods.

All school groups must respect Zoo animals and property. Climbing on rails or fences, littering, picking plants or flowers, tapping on windows, screaming at exhibit animals, unauthorized feeding of exhibit animals, chasing free-roaming ducks, chickens, or geese are all grounds for dismissal from Zoo grounds without a refund.

3.1 Supervision

To ensure adequate supervision for school groups, Cincinnati Zoo and Botanical Garden requires 1 adult for every 7 students for childcare-12th grade. These required adults receive free admission. College and university will receive 1 free staff member for every 7 students. Any accompanying adults above the required ratio will be charged the student rate. Aides/carers for students with additional needs are admitted free of charge, in addition to the free required adults.

As a condition of the reduced entry costs for schools, teachers and accompanying adults **must supervise their groups as all times** during their visit. Students in grades PreK-12 must be supervised by their chaperones at all times. Unsupervised groups may be detained by Zoo staff or security until their chaperone is located.

If it is found that a school is not supervising their students, they could have their free and reduced adult education rates retracted and asked to pay full general admission prices for all adults.

A list of behavior guidelines is available online for teachers. Any failure to follow these guidelines can result in a group being asked to leave the zoo and school management being contacted. These guidelines can be found at [on our website](#).

Adults leading school groups are expected to follow the supervision guidelines and behavior expectations set by Cincinnati Zoo and Botanical Garden.

3.2 Payment

The Cincinnati Zoo accepts checks, credit cards, cash, and purchase orders (PO) for all school field trips. Payment is accepted on the day of your trip at the check-in windows. At check-in, tell the staff your final numbers of students and adults (teachers and other chaperones). The check-in staff will recalculate your total, if needed.

If using a purchase order, a copy must be given to the check-in staff. Once the purchase order is received, an invoice will be sent to the Bill-To indicated on the purchase order. A reminder invoice will be sent if payment is not received within 21 days.

Refunds are able for school paying via check with an overage over \$10. Overages of \$10 or less will not be refunded. Refunds will be mailed to the main group address. Refunds can take 2-3 weeks to process and be mailed.

3.3 Teacher Pre-visit

For every class booked in to visit the Zoo, we allow one free pre-visit for the teacher. If your booking is for multiple classes, we allow one free pre-visit for each class as part of the booking. Teachers must have a confirmed booking to come for a free pre-visit.

To come for a pre-visit, contact the Education team at 513-559-7730 to book your free pre-visit. A confirmation will be email to you. Show this confirmation to entry staff on the date of your booked pre-visit.

3.4 Festival of Lights

During Festival of Lights (mid-November-January 1st), school admission rates are only available for schools arriving before 2pm. After 2pm, schools must pay general admission group rates.

3.5 School Field Trip Programs

3.5.1 Close Encounters Programs

These programs introduce students to live animals while sharpening students' sensory and observation skills as well as supporting Tri-State academic standards. Close encounter programs are free and available from mid-September through mid-May, Monday-Friday. Programs must be registered at least two weeks in advance. Programs are 30 minutes and meet at 10:15 am or 11:15 am.

Program participants should meet their instructor at their designated meeting location approximately 5-10 minutes before their program start time (see zoo map for location). Groups that are more than 15 minutes late to their program may have their program cancelled. Programs are held regardless of weather conditions, unless a weather emergency has been declared.

Programs can accommodate 8-25 students for the small classroom program, and 20-50 students for the large classroom program. The content and experience are the same regardless of the size of the program. See program page for [topics](#).

3.5.2 CREW Programs

The Lindner Center for Conservation and Research of Endangered Wildlife's (CREW) world-renowned scientists form critical partnerships with leading conservation organizations to achieve CREW's mission to Save Species with Science ©. Through advanced animal and plant research, CREW is leading the way to secure a positive future for endangered species. The CREW Program introduces students to the conservation work done by CREW every day and gives groups a chance to see behind the scenes.

CREW programs are free and available year-round Monday-Friday for grades 6 and up. Programs must be registered at least two weeks in advance. Programs meet at 10:00am and 11:30am and can accommodate up to 15 participants. The CREW program is a 30-minute building tour only. See program page for [details](#).

Program participants should meet their instructor outside the World of the Insect approximately 5-10 minutes before their program start time (see map for location). Groups that are more than 15 minutes late to their program may have their program cancelled. Programs are held regardless of weather conditions, unless a weather emergency has been declared.

3.5.3 Green Tour Programs (on hold)

Proclaimed the "Greenest Zoo in America" in 2010, the Zoo has continued to lead the way in sustainability and green initiatives by greening its daily operations and reducing its impact on the environment. The Green Tour program introduces students to the Zoo's green initiative during a walking tour of the Zoo.

Green Tours are free and available from mid-September through mid-May, Tuesday-Friday. Programs must be registered at least two weeks in advance. Programs are 60 minutes for K-12 or 2 hours for college groups and meet at 10:30 am or 11:30 am. Programs can accommodate 10-20 students.

Program participants should meet their instructor outside the World of the Insect exhibit approximately 5-10 minutes before their program start time (see map for location). Groups that are more than 15 minutes late to their program may have their program cancelled. Programs are held regardless of weather conditions, unless a weather emergency has been declared. An indoor presentation may be possible in the event of poor weather, depending on room availability.

3.5.4 Self-Guided Activities

The Cincinnati Zoo offers self-guided activities free of charge to all groups. These activities can be found on the website and are categorized by grade level. All activities are aligned to that Ohio Education Department's Ohio Learning Standards.

3.6 Booked School Lunches

Lunch bookings are available for schools Monday-Friday, year-round.

School lunch bookings must be made at least two weeks in advance. No school lunches bookings will be taken within two weeks of a school's date of visit.

No refunds or changes to bookings for school lunches will be given within 48 hours of the visit date. This includes schools wanting to amend their existing school lunches booking or who bring fewer students on the day of their visit.

School lunches will be picked up at Sweet Retreat, located at the Grove, the food vending area next to the picnic shelters at Safari Camp. Pick-up times at 10:30, 11:00, or 11:30.

All lunches come with entrée, bag of chips, bottle water. School lunch options include pizza or hot dog entrée. [See website](#) for current pricing.

School lunches do not contain nuts but are prepared in a kitchen that contains nuts.

School lunches will be delivered in spaces that will potentially be used by other groups. We cannot control exposure that an individual with allergies will have to foods such as nuts etc. If a student has severe allergies, the teacher will need to make alternative arrangements for their lunch space.

3.7 Rides

3.7.1 Safari Train

Take a ride on an all-time Zoo favorite! Our Safari Train Ride is fun for the whole family, taking visitors on a journey around the inner loop of the Zoo with the ability to see habitats from a unique vantage-point that other visitors can't see outside of the train ride. The ride concludes with a relaxing ride around Swan Lake.

The Safari Train is part of our Unlimited Rides pass, at a cost of \$4 per person and are required for all students and adults. The Unlimited Rides Pass includes unlimited rides on the Safari Train and Conservation Carousel. Individual Safari Train tickets can be purchased at the train station at the standard rate of \$4 and are good for one (1) ride on the Safari Train. No refunds for unused tickets. Pricing may vary, please check website prior to arrival.

Days and times of operation vary by season. Before purchasing tickets, please check the website for operation times. Prices are subject to change.

3.7.2 Conservation Carousel

Our Conservation Carousel is stocked with some of the coolest animals around. Take a ride on a giraffe or a critically endangered rhino on this classic, family pastime.

The Conservation Carousel is part of our Unlimited Rides pass, at a cost of \$4 per person and are required for all students. The Unlimited Rides Pass includes unlimited rides on the Safari Train and Conservation Carousel. Individual Conservation Carousel tickets can be purchased at the carousel at the standard rate of \$3 and are good for one (1) ride on the Conservation Carousel. No refunds for unused tickets. Pricing may vary, please check website prior to arrival.

Days and times of operation vary by season. Before purchasing tickets, please check the website for operation times. Prices are subject to change.

3.8 Parking

Parking for school buses and marked vehicles is free of charge. Parking for unmarked vehicles is \$10 per vehicle.

See [Field Trip website](#) for current parking areas for cars, vans, and buses.

4.0 Virtual Zoo on the Move and Wild Chats

Zoo on the Move and Wild Chats are available to schools, home school co-ops, and pre-schools. All programs are based on academic standards.

Zoo on the Move is a live, classroom-based, education program with a Zoo Educator. The Zoo Educator will lead your students through the program and bring 1-2 animal ambassadors to show that relate to the chosen topic. Virtual Zoo on the Move is available for all school children (in school or remote learning) from preschool through 12th grade. Programs are 30-minutes long and made for audiences of up to 30 students. Programs are available Mondays, Wednesdays, and Fridays from mid-September to mid-May. Programs meet at 9:30am, 10:30am, 11:30am, and 1:00pm. Programs are \$80 per program. Multiple topics are available and are targeted to each grade band range.

Wild Chats are hosted live by a Zoo Educator and include pre-recorded interviews with staff from around the Zoo. A Zoo Educator will gather student questions before the program to answer. Wild Chats are available for all school children (in school or remote learning) from preschool through 12th grade. Programs are 45-minutes long and made for audiences of up to 30 students. Programs are available Mondays, Wednesdays, and Fridays from mid-September to mid-May. Programs meet at 10:30am and 1:00pm. Programs are \$100 per program. There are two topics available, dependent on grade band range.

Full payment is required within two weeks after program is booked, unless prepaid with credit card at time of booking. If you are using a purchase order, a copy of the purchase order must be sent to education.invoicing@cincinnati-zoo.org before the start of your program/s. All checks sent to: Cincinnati Zoo Attn: Education 3400 Vine Street, Cincinnati, OH 45220

The Cincinnati Zoo currently uses Zoom for all virtual programming. To ease day of operations, download the application to your computer and conduct a test call. Check out the [tutorials created by Zoom](#) for additional help. If your group is not able to access Zoom, please contact the Education at education@cincinnati-zoo.org to discuss your options.

The contact teacher will receive an email with a link to your Virtual Programs on the Thursday the week before the date of their program.

5.0 Virtual Field Trips

Virtual Field Trips are recorded themed videos and standards-based worksheets, allowing you to choose your adventure from a selection of grade-specific topics. Virtual Field Trips are available for all groups (in school or remote learning) with children from preschool through 8th grade. Programs are 20-60 minutes, varying on the topics and grand band range. Virtual Field Trips are not limited to a maximum number of students. Programs are self-guided and self-paced. Participants will have one week of access to the video, Saturday-Friday. Virtual Field trips are \$25 per topic. Videos are not downloadable. Multiple topics are available and are targeted to each grade band range.

Full payment is required within two weeks after program is booked, unless prepaid with credit card at time of booking. If you are using a purchase order, a copy of the purchase order must be sent to education.invoicing@cincinnati-zoo.org before the start of your program/s. All checks sent to: Cincinnati Zoo Attn: Education 3400 Vine Street, Cincinnati, OH 45220

All videos and worksheets are available via Dropbox. Groups do not need to a Drobox account to access the files. Videos are not downloadable. The contact teacher will receive an email with a link and password to the Dropbox account within 1-3 business days of registering.

6.0 Living Classroom Education Access Fund (LCEAF)

Thanks to our sponsors and the Living Classroom Education Access Fund, qualified schools can apply for financial assistance for educational school programs. Living Classroom Education Access Fund Financial Assistance is available to under-resourced schools in our target areas. To receive Financial Assistance, teachers must complete an application and agree to the LCEAF terms and conditions.

- School serves a student population of at least 50%* free and reduced lunch students. Teacher needs to attach a statement of financial need to their application. This can be either a signed statement from your school principal or a source stating your status. *Updated 9/17/21
- School must be from our target areas for field trips, Overnights, and virtual programs.
- For Field Trips and After Hours Programs at the Zoo: School must be from the Greater Cincinnati Tri-State Area (including Indiana and Kentucky).
- For Virtual Zoo on the Move and Wild Chats: School must be from the Greater Cincinnati Tri-State Area (including Indiana and Kentucky), or any other Ohio county.
- For Field Trips at the Zoo: a detailed lesson plan explaining the activities your students will complete during your field trip (can be Zoo Self-Guided Activities) including objectives and standards being met.
- Agree to participate in a Zoo post-assessment with your students.

Counties Eligible for Virtual Programs

- Indiana: Dearborn, Franklin, Ohio
- Kentucky: Boone, Bracken, Campbell, Gallatin, Grant, Kenton, Pendleton
- Ohio: All Ohio Counties

Counties Eligible for Fields Trips and After-Hours Programs

- Indiana: Dearborn, Franklin, Ohio
- Kentucky: Boone, Bracken, Campbell, Gallatin, Grant, Kenton, Pendleton
- Ohio: Adams, Brown, Butler, Clermont, Clinton, Greene, Fayette, Hamilton, Highland, Montgomery, Preble, Warren

Submitting an application does not confirm your school has received financial aid. Prior approval does not confirm future approval.

If you are approved for financial assistance:

- You are only approved for the number of programs and students listed in your application.
- If you receive financial assistance, all requirements must be met (ie. post-surveys). The Cincinnati Zoo & Botanical Garden maintain records of requirements being fulfilled and failure to do so may affect future financial assistance requests.

6.1 LCEAF Field Trips and After Hours Programs

Field Trips are limited to Monday-Friday September-March, and July. Field Trips are limited to Monday-Wednesday April-June. LCEAF funded Field Trips are unavailable in August.

After Hours programs (Sunset Safari and Overnight Adventures) are limited to Wednesday-Friday September-June. After Hours programs are unavailable November-December and July-August. Overnight Adventures include admission to the Zoo the next day.

If your school receives the Living Classroom Education Access Fund, all students will be free, and 1 chaperone per 7 students will also be FREE!

If you receive financial aid, you are only approved for the number of students listed on your confirmation. If you bring additional students the day of your trip, those students will be charged the program rate. Additional chaperones are the programs rate. School bus parking is free, but private vehicles are \$10.00 per vehicle in the main zoo parking lots.

Please see [General School Field Trips](#) for additional details.

Please see [School and Group After Hours](#) for additional details

Please see [Covid Safety Polices](#) for additional details.

6.2 LCEAF Virtual Programs

Virtual Programs are limited to August 1-May 31 of each school year.

Please see [School Virtual Programs](#) for additional details.

7.0 Child, Family, and Adult Programs

The Cincinnati Zoo & Botanical Garden offers several programs children, families, and adults.

Please see [1.0 Cancellations and Refund Policy](#) for additional details.

Please see 0.0 [Covid Safety Polices](#) for additional details.

7.1 Zoo Troop

Zoo Troop classes are four-week series programs, that participants may attend on one of four days. Programs are available weekdays and weekends. Participants are registered for one set day to attend. Current Zoo members can receive a discount for Zoo Troop programs. Either the purchaser or participant must be a current Zoo member and have their membership number available at registration to receive a discount.

Participants should be registered for the age/grade band that they are currently enrolled. For homeschool families, participants should be registered for the age/grade band they would be registered for in a traditional school. Toddler and preschool participants must have an adult accompanying them for the program. Classes are limited to one accompanying adult per child.

Additional children are not allowed to attend class without being registered. For toddler and preschool classes, adults may bring an additional younger child if they are not yet mobile and therefore will be in a carrier or be held for the entire class. Young mobile children must be either registered for their age-appropriate Zoo Troop class or left with another caregiver. We offer Zoo Troop classes for children 18 months-8th grade. We also ask that each child in the Toddler and PreK class only has one adult attend the program with them.

Adults and families of Zoo Troopers may visit the Zoo while their participant is in class, or after class. Guests visiting the Zoo will need to move their car from the Education parking lot and may park in the Vine Street parking lot and enter through Vine Street Village or the Erkenbrecher Entrance. Non-members will have to purchase admission to the Zoo.

If participants are unable to make a class, adults may call and request a make-up day for that same week. Make-up classes are only available if room is available for that date and time. Make-ups are not always available. We do not pro-rate refunds for missed classes.

Please see [1.0 Cancellations and Refund Policy](#) for additional details.

7.2 Zoo Camp

Zoo Camps are available to children ages 4 years through 8th grade. Camps occur in the spring, summer, and winter. Camps can be 1-5 days in length. Current Zoo members can receive a discount for camp programs. Either

the purchaser or participant must be a current Zoo member and have their membership number available at registration to receive a discount.

Camps cannot be pro-rated.

For Spring and Winter camps, participants should be registered for the age/grade band that they are currently enrolled. For Summer camps, participants should be registered for the age/grade band that they will be entering in the fall. For homeschool families, participants should be registered for the age/grade band they would be registered for in a traditional school. For the 4yr-Kindergarten class, campers must be 4 years old or turning 4 years within 2 weeks of the program date, can use the restroom unassisted, and able to participate in long hikes.

Adults and families of Zoo Troopers may visit the Zoo while their participant is in class, or after class. Guests visiting the Zoo will need to move their car from the Education parking lot and may park in the Vine Street parking lot and enter through Vine Street Village or the Erkenbrecher Entrance. Non-members will have to purchase admission to the Zoo.

Please see [1.0 Cancellations and Refund Policy](#) for additional details.

7.3 Family and Adult Sunset Safari and Overnight Adventure Programs

The Cincinnati Zoo & Botanical Garden offers two types of after hour programs for individual families and adults: Sunset Safaris and Overnight Adventures. Programs are available March-mid-November.

Family after hour programs are designed for families with children at least 5 years of age and older. Children must be accompanied by an adult.

Adult after hour programs are designed for adults 21 years of age and older.

Please see [1.0 Cancellations and Refund Policy](#) for additional details.

7.4 Private Cart Tours

The Cincinnati Zoo & Botanical Garden offers an after hour private program for group of up to 6 participants. Private cart tours are designed for participants ages 12 years of age and older. Children ages 12-18 years of age must be accompanied with an adult. Programs are available March-mid-November.

7.5 Weather and Cancellations

Programs occur rain or shine. Rain & wind may affect some program activities, such as where activities take place. If severe weather occurs during a program, the Zoo has safety locations where participants will remain until it has passed.

In case of predicted extreme weather, the Cincinnati Zoo reserves the right to cancel a program. For programs occurring in the morning (Zoo Troop, Zoo Camp, etc) participants will be contacted via email by 8:00am. For programs occurring in the later evening (After Hours, etc), the main contact of the group will be contacted via email and phone by 5:00pm. The Zoo will do it best to reschedule or will refund in full for cancelled programs. Programs rescheduled or cancelled by the group will follow our reschedule/cancellation.

8.0 School and Group After Hours Programs

The Cincinnati Zoo & Botanical Garden offers two types of after hour programs for individual families and adults: Sunset Safaris and Overnight Adventures. Programs are available March-mid-November.

Program dates open the August of each year for September through August. All programs must be booked by the 1st of the month prior to the program start date. All Overnight Adventure programs include free admission to the Zoo the day after the program. Zoo day admission cannot be applied to before the program.

Programs are requested on a first come, first serve basis. Dates are not held for a group until the group is registered and confirmed. Once a program is registered and confirmed, a 25% non-refundable deposit is due within two weeks. If a deposit is not received within two weeks of registration, and no attempt has been made to contact the Cincinnati Zoo's Education department, the program will be cancelled, and the date will open to other groups.

Group leaders should register their highest, best estimate of the number of participants. Groups may not be able to add participants to their visit as capacity for an evening may fill from other programs.

Final number of participants and the remaining balance are due two weeks prior to the program date. Accepted payments include check, credit/debit card, or purchase order. If you are paying with a PO, we require a copy of the actual PO; numbers only will not be accepted.

Credit card payment can be made by calling 513-559-7730. Checks can be made out to: Cincinnati Zoo & Botanical Garden. Please put your order number in the memo line of your payment. Mail: Cincinnati Zoo & Botanical Garden, ATTN: Education Department, After Hours Programs, 3400 Vine Street, Cincinnati Ohio 45220

Please see [Covid Safety Policies](#) for additional details.

8.1 Group After Hours Program Rescheduling and Cancellation

Groups may reschedule up to two weeks prior to program date. The non-refundable deposit will be applied to new program date. If groups reschedule within two weeks of your program date, groups will be subject to an additional \$150 rescheduling fee. No refunds will be given for any program dues paid for programs cancelled within two weeks of the program date.

Programs occur rain or shine. Rain & wind may affect some program activities, such as where activities take place. If severe weather occurs during a program, the Zoo has safety locations where participants will remain until it has passed. In case of predicted extreme weather, the Cincinnati Zoo reserves the right to cancel a program by 5:00pm the day-of. The main contact of the group will be contacted via email and phone. The Zoo will do its best to reschedule or will refund in full for cancelled programs. Programs rescheduled or cancelled by the group will follow our reschedule/cancellation policy and will be subject to the rescheduling fee.

8.2 School Group After Hours Programs

All participants must be current or rising 2nd graders (if June-August program). All groups with participants under the age of 18 are required to have 1 supervision adult for every 7 students. School staff are applied to the supervision ratio before any non-school staff.

Paid school staff that attend are free of charge regardless of number of staff. Non-school staff are the program price, unless the group does not reach the required number of supervision adults with school staff.

8.3 Non-School Group After Hours Programs

All groups with participants under the age of 18 are required to have 1 adult for every 7 students. All adults are the program price. All participants must be at least 5 year of age or older at time of program.