

Cincinnati Zoo & Botanical Garden

2024 Behind-the-Scenes FAQ

Where do we meet?

***Please plan to meet at the Welcome Center
10 minutes before your 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 re-routed to an overflow lot once inside the park, please proceed to the **Welcome Center** (see map to the left) Your tour guide will be there waiting to meet you.

Admission Included	Welcome Center Arrival Time
VIPenguin	12:20pm
Gentle Giants (Giraffe)	1:35pm
Hangin' with the Hippos	10:05am
Elephant Extravaganza	2:20pm
Elephant Bath	12:50pm
Slow Down with our Sloth	2:20pm
Admission Not Included	Welcome Center Arrival Time
Sloth Feeding	2:20pm
Penguin Point Feeding	10:20am
Little Blue Penguin Tour	2:20pm
Tremendous Tour-toise	12:50pm
Hippo Barn Tour	11:20am
C.R.E.W Tours	2:50pm
Animal Hospital Tour	3:20pm
Sustainability Tour	10:50am

What should I wear?

On some tours there is a possibility that you will be outside for a large part of the tour, so plan accordingly for the weather. On some tours you *may* be asked to remove jewelry other than smooth wedding bands (no stones).

Shoes must be closed toe! No crocs, sandals, or other semi-closed toe footwear will be permitted.

Should I bring a camera?

Some of the Behind-the-Scenes tours allow guests the opportunity to capture their own photos! For these specific tours, guests are encouraged to bring a personal smartphone or camera. Other tours include a free photography package that includes an on-tour photographer when photos taken via phones or personal cameras are not permitted. Please refer to the below chart to see which tours include a photographer.

Admission Included	Can I take my own photos?
VIPenguin	Photos will be provided
Gentle Giants (Giraffe)	Yes
Hangin' with the Hippos	Photos will be provided
Elephant Extravaganza	Photos will be provided
Elephant Bath	Yes
Slow Down with our Sloth	Yes, at approved locations
Admission Not Included	Can I take my own photos?
Sloth Feeding	Yes
Penguin Point Feeding	Yes
Little Blue Penguin Tour	Yes
Tremendous Tour-toise	Yes
Hippo Barn Tour	Yes, at approved locations
C.R.E.W Tours	Yes
Animal Hospital Tour	Yes, at approved locations
Sustainability Tour	Yes

WHAT IF I'M LATE?

If you will be more than 5 minutes late, please call the Behind-the-Scenes Team at 513-487-3359. If you arrive late, the length of the program cannot be extended.

WHAT IF I NEED TO CANCEL?

All ticket sales for the Behind-The-Scenes Program are final. Exceptions to the refund policy will be made on case-by-case basis and at the sole discretion of the Program Manager. Please contact BTS@cincinnatizoo.org for more details.

CAN ZOO BUCKS BE USED TO PURCHASE A BEHIND-THE-SCENES TOUR?

Zoo Bucks cannot be redeemed for BTS tours. They can be used for any purchases in the park. This includes merchandise and food. Behind-the-Scenes tours have their own gift certificates that can be purchased directly from the Behind-the-Scenes webpage.

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.

Allergens: *Our Elephant Extravaganza and Elephant Bath programs frequently use peanuts as part of the tour. Our Penguin Point Feeding and VIPenguin use fish as part of the tour.*

If you have any fish or nut allergies, please feel free to reach out to the BTS Team for more details.

Admission Included	Is this Tour ADA Accessible?
VIPenguin	Yes, contact for more details before booking
Gentle Giants (Giraffe)	Yes
Hangin' with the Hippos	Yes, contact for more details before booking
Elephant Extravaganza	No
Elephant Bath	No
Slow Down with our Sloth	Yes
Admission Not Included	Is this Tour ADA Accessible?
Sloth Feeding	Yes
Penguin Point Feeding	Yes
Little Blue Penguin Tour	Yes
Tremendous Tour-toise	Yes, contact for more details before booking
Hippo Barn Tour	Yes, contact for more details before booking
C.R.E.W Tours	Yes
Animal Hospital Tours	Yes
Sustainability Tours	Yes

Additional Questions please contact the BTS team at BTS@cincinnatiatizoo.org