

# 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. Enter the Zoo through the main turnstiles using your e-ticket and proceed to the Welcome Center.

If you are directed to an overflow lot, please head to the **Welcome Center** once inside the park (refer to the map on the left). Your tour guide will be waiting there to meet you.

Admission Included	Welcome Center Arrival Time
Prowlin' With the Pride	2:20pm
Roamin' With the Red Pandas	11:20am
Kickin' It With the Kangaroo	10:05am
Slow Down with our Sloth	2:20pm
Admission Not Included	Welcome Center Arrival Time
Tremendous Tour-toise	12:50pm
Hippo Barn Tour	11:20am
C.R.E.W Tours	2:50pm
Animal Hospital Tour	3:20pm
Incredible Insects	11:20am
Feathered Friends	1:20pm

## 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?
Prowlin' With the Pride	No Photo Opportunities
Roamin' With the Red Pandas	Photos will be provided
Kickin' It With the Kangaroo	Yes
Slow Down with our Sloth	Yes, at approved locations
Admission Not Included	Can I take my own photos?
Tremendous Tour-toise	Yes
Hippo Barn Tour	Yes, at approved locations
C.R.E.W Tours	Yes
Animal Hospital Tour	Yes
Incredible Insects	Yes, at approved locations
Feathered Friends	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, and refunds will not be given.

## 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@cincinnati-zoo.org](mailto:BTS@cincinnati-zoo.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, Feathered Friends, and Elephant Bath programs frequently use nuts 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?
Prowlin' With the Pride	No
Roamin' With the Red Pandas	No
Kickin' It With the Kangaroo	Yes, contact for more details before booking
Slow Down with our Sloth	Yes
Admission Not Included	Is this Tour ADA Accessible?
Tremendous Tour-toise	Yes, contact for more details before booking
Hippo Barn Tour	Yes
C.R.E.W Tours	Yes
Animal Hospital Tour	Yes
Incredible Insects	Yes
Feathered Friends	Yes

Additional Questions please contact the BTS team at [BTS@cincinnati-zoo.org](mailto:BTS@cincinnati-zoo.org)