

# Cincinnati Zoo & Botanical Garden

## 2025 Behind-the-Scenes FAQ

**Please plan to meet at the Welcome Center  
10-15 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
Lettuce Sea our Manatees	10:20am
Hangin' with the Hippos	10:05am
Elephant Extravaganza	11:15am
Elephant Bath	12:15pm
VIPenguin	12:20pm
Girafternoon	1:35pm
Slow Down with our Sloth	2:20pm
Admission Not Included	Welcome Center Arrival Time
Penguin Point Feeding	10:20am
Elephant Barn Tour	10:45am
150 <sup>th</sup> Anniversary Walking Tour	10:50am
Sustainability Tour	10:50am
Hippo Barn Tour	11:20am
Tremendous Tour-toise	12:50pm
Little Blue Penguin Tour	2:20pm
Sloth Feeding	2:20pm
C.R.E.W Tour	2:50pm
Animal Hospital Tour	3:20pm

## 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 (without 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?
Elephant Bath	Yes
Elephant Extravaganza	Photos will be provided
Girafternoon	Yes
Hangin' with the Hippos	Photos will be provided
Lettuce Sea our Manatees	Photos will be provided
Slow Down with our Sloth	Yes, at approved locations
VIPenguin	Photos will be provided
Admission Not Included	Can I take my own photos?
150 <sup>th</sup> Anniversary Walking Tour	Yes, at approved locations
Animal Hospital Tour	Yes, at approved locations
C.R.E.W Tour	Yes
Elephant Barn Tour	Yes, at approved locations
Hippo Barn Tour	Yes, at approved locations
Little Blue Penguin Tour	Yes
Penguin Point Feeding	Yes
Sloth Feeding	Yes
Sustainability Tour	Yes
Tremendous Tour-toise	Yes

## WHAT IF I'M LATE?

If you expect to arrive more than five minutes late, please call the Behind-the-Scenes Team at 513-487-3359. Please note that if you arrive late, you risk forfeiting your tour, and 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@cincinnatiatizoo.org](mailto:BTS@cincinnatiatizoo.org) for more details.

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

Zoo Bucks cannot be redeemed for Behind-the-Scenes tours, but they can be used for any purchases in the park, including merchandise and food. Separate gift certificates for Behind-the-Scenes tours are available on 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?
Elephant Bath	Yes
Elephant Extravaganza	Yes
Girafternoon	Yes, contact for more details before booking
Hangin' with the Hippos	Yes, contact for more details before booking
Lettuce Sea our Manatees	Yes, contact for more details before booking
Slow Down with our Sloth	Yes
VIPenguin	Yes, contact for more details before booking
Admission Not Included	Is this Tour ADA Accessible?
150 <sup>th</sup> Anniversary Walking Tour	Yes
Animal Hospital Tour	Yes
C.R.E.W Tour	Yes
Elephant Barn Tour	Yes
Hippo Barn Tour	Yes, contact for more details before booking
Little Blue Penguin Tour	Yes
Penguin Point Feeding	Yes
Sloth Feeding	Yes
Sustainability Tour	Yes
Tremendous Tour-toise	Yes, contact for more details before booking

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