



Group Sales Department (Roger Williams Park Zoo)
1000 Elmwood Avenue, Providence, RI 02907
Phone: (401) 467-0150 • Fax: (401) 781-9206
GSales@rwpzoo.org

Frequently Asked Questions

For self-guided field trips

- How many people are needed for a group discount?
 - A group consists of 10 or more paying guests.
- Are reservations required to receive a group discount?
 - As a larger campus, we are able to accept walk-up groups but strongly recommend placing a reservation online seven days before your trip. Advanced registration provides a faster and smoother entry for our clients. Groups who do not register may not be able to receive the special group rate.
- What is 2018 group discount rate?
 - Adults: \$15.95 each
 - Children (ages 2-12): \$10.95
 - School students, community group members (ex: YMCA, Boys and Girls Club): \$9.95 each
 - Seniors (ages 62+): \$13.95
 - Special needs guests: \$10.95
 - Note: For every ten paying children, we admit one adult chaperone for free.
- Do you offer a group rate for disabled individuals?
 - Yes. Groups with special needs receive a reduced rate of \$10.95 per person, regardless of age.
- What is needed on the day of the group visit?
 - In addition to full payment, please be sure to have your final headcount of both adults and children.
- How many chaperones are required per group?
 - Groups with children age 8 and above: We require one adult chaperone for every ten students. That chaperone receives complimentary admission.
 - Groups with children under age 8: For the safety of younger visitors, we implement a higher chaperone requirement so they may best be cared for and supervised. With younger children, two adults are required for every ten students. Half of these chaperones (more specifically, one chaperone for every ten students) will be free. The remaining chaperones will receive admission at the discounted adult rate (\$15.95 each).
 - Note: All chaperones must be non-students over age 18.
- Can a high-school student be a chaperone?
 - No. High school students attending with their schools are **not** permitted to be chaperones, even if they are 18 years of age.
 - All high school students (regardless of age) must be chaperoned by a non-student adult.



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- Do chaperones stay with children while in the zoo?
 - Yes. For the safety and security of visitors and group members, all children (regardless of age) must stay with their chaperones at all times. Unchaperoned groups might be asked to leave the zoo.

- What about bus parking?
 - Security will be on grounds to assist with bus parking. At time of arrival, busses will be directed toward the main entrance plaza for passenger drop-off. Security will then direct and assist busses with parking in a designated on-grounds location.

- How long is an average visit?
 - The average group visit lasts for around two hours, but of course this varies.

- What are the hours of the zoo?
 - From April – September, the zoo is open 10 AM – 5 PM.
 - Between October – March, the zoo is open 10 AM – 4 PM.
 - Last admission 30 minutes prior to closing.

- May we leave and re-enter the zoo?
 - Yes. Please check with a staff person before you leave – stamps and/or other documentation may be required for re-entry.

- Do you rent strollers or wheelchairs?
 - Yes. Strollers and wheelchairs are available for rent at the main entrance. Please note: additional fees apply.

- Are bag lunches allowed in the zoo?
 - Groups are welcome to bring their own lunches onto Zoo grounds.
 - The Zoo does have picnic tables and public eating spaces spread throughout the Zoo. They are available on a first-come, first-serve basis and during peak times, can fill quickly. For that reason, we do offer private venue reservations so you can guarantee your group a great place to eat. A large covered eating space in our Picnic Pavilion would accommodate a group of your size and could be rented for an added fee (\$100 for 90 minutes; accommodates up to 120 guests). Advanced registrations are required, so be sure to contact the Group Sales Department to lock in your request.
 - *Beginning Spring 2016:* A new cubby storage area will be located near the front of the Zoo, right beside the Stroller Rental Shed. Please note this new cubby storage area is unmonitored and RWPZ is not responsible for loss, theft, or damage. For the most security, we recommend visitors carry lunches and belongings so they may monitor them at all times.

- What happens during inclement weather?
 - Barring extreme weather emergencies, the zoo is open rain or shine and we do not reserve rain dates. If your trip needs to be postponed, contact Group Sales



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(401-467-0150) prior to your arrival time and will be happy to reschedule your visit. NO refunds or guest passes are issued due to inclement weather.

- Where are the restrooms?
 - Public restrooms are located at the main entrance, Serengeti Market Place, Discover the Wild gift shop, the Education Center and the Zoolab.
- Where is the First-Aid station?
 - The First-Aid station is located in the Sophie Danforth Building across from the Farmyard. In case of emergencies, immediately contact any zoo employee or security guard for assistance. For minor injuries, all security staff is trained in first aid and carry supplies on them.
- Where is the Lost & Found?
 - The Lost & Found station is located in the Sophie Danforth Administrative building. To reach Lost & Found after your visit please call (401) 785-3510 ext. 300.
- What do we do if we have a lost child?
 - If a child becomes lost, immediately alert the nearest security guard or zoo employee so that they may conduct a prompt and thorough search. Be prepared to give a detailed description of the child, such as the child's hair color, height and age, what the child is wearing, the location the child was last seen, etc.
- Where do we find more information?
 - Additional field trip information can be found by reading the zoo's Policy and Procedures page online.
 - General zoo information: Please visit the zoo's [website](#).