

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

2017 Group Policies & Procedures

For your self-guided trip

Please Note: As a part of our 20-year Master Plan, construction has begun on the highly anticipated, state-of-the-art Rainforest exhibit. Construction work has affected the availability of upper Zoo exhibits, including the Tropics building and Outback Trail. However, exhibits including: Africa, Hasbro's Our Big Backyard, Marco Polo's Adventure Trek, Alex and Ani Farmyard and the North American exhibits; are all scheduled to remain open for your enjoyment.

Booking a Field Trip:

- All self-guided field trips are booked directly on our website at <http://www.rwpzoo.org/field-trip-reservation>. (Arrange trips with an education program directly with the Education Department)
- We do not need to restrict or schedule the number of visits on any given day. You may visit any time during our open hours of operation! ○ April – September 10 am – 5 pm; October - March 10 pm – 4 pm.
- You do not need to bring your confirmation sheet with you to the zoo.

Pricing:

The Zoo provides discounted group rates to parties with 10 or more paying guests.

- Adult: \$12.95
- Child (ages 2-12): \$7.95
- Seniors (ages 62+): \$10.95

Providence Public School children may visit the Zoo free any day September-June. There must be one chaperone for every ten students who receives a complimentary Zoo pass. Any additional chaperones above the 1:10 ratio must pay the discounted adult rate - \$12.95 each, due at time of visit.

Please note: We do not have the endowments to distribute discounts or complimentary admission to any other organizations. Our free ticket policy is for Providence Public School students only.

Chaperone Policy:



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All groups must follow the policy below:

- Groups with children age 8 and older must have one adult chaperone for every ten students. That chaperone receives complimentary admission.
- Groups with children under age 8 must have two adults for every ten students. One chaperone receives a complimentary ticket, the additional chaperone(s) must pay the discounted adult rate of \$12.95 each.

Who qualifies as a chaperone?

- A chaperone must be 18 years of age or older. High school students attending with their schools may not be chaperones, even if they are 18 years of age. For this reason, all high school students (regardless of age) must be chaperoned by a non-student adult.

Payment:

- The full admission fee is due at the time of arrival and is to be paid in one lump sum.
- Groups only pay for the actual number of attendees on the day of visit. Do not worry if your final numbers change from your estimates on the reservation form.
- Groups may pay by check, credit card, or cash.
 - We ask that there be no large amounts of coined currency. ○ Make checks payable to the Rhode Island Zoological Society. ○ Returned checks will result in an additional \$25 fee.
 - We DO NOT accept purchase orders for any group payment.
- If possible, please do not fill in check amount until the cashier calculates final cost on the day of your visit.
- All overpayments will be refunded in the form of a check, and will take 3-4 weeks to process.
- There are NO cash refunds of check overpayments on day of visit.

When you arrive at the Zoo:

In order to expedite your entry, we ask that ONLY the group leader enter the admissions line. The group leader should know the exact headcount and have payment in hand prior to entering the line.



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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.

Planning for Lunch:

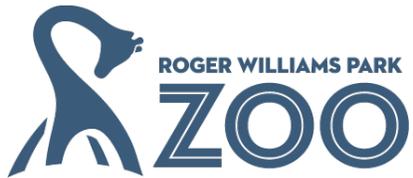
- Groups are welcome to bring their own lunches onto Zoo grounds.
- Hoping to Buy Lunch? To purchase lunch on-grounds purchase meal vouchers, redeemable at any concessions outlet on grounds. Please ask a Group Sales representative for more information!
- Where to Eat: The Zoo does have picnic tables and public eating spaces throughout the Zoo. They are available on a first-come, first-served basis. During peak times tables fill quickly. For that reason, we do offer private venue reservations so you can guarantee your group a great place to eat. Your group may rent a large covered eating space in our Event Tent for an added fee (\$100 for 90 minutes; accommodates up to 80 guests).

Advanced registrations are required, so be sure to contact the Group Sales Department to lock in your request.

A cubby storage is near the front of the Zoo, right beside the Stroller Rental Shed. Please note this cubby storage area is unmonitored. RWPZ is not responsible for loss, theft, or damage or any item. For the most security, we recommend visitors carry lunches and belongings so they may monitor them at all times.

A note about closures, rain dates and cancellations:

- Known Closures: The Zoo is not open on Thanksgiving Day, Christmas Eve and Christmas Day. The Zoo closes at 2 pm (last admission at noon) on the last Saturday of June and the last Saturday of August. The first Friday in June and August 10, admission ends at 3:30 pm with the Zoo closing at 4 pm to prepare for private events. Please check rwpzoo.org for updates on any other closing due to events or weather related issues.
- Rain Dates and/or Cancellations: The Zoo is open rain or shine, and we do not reserve rain dates. If you postpone your trip, contact Group Sales prior to your arrival time, and



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will be happy to reschedule your visit. NO refunds or guest passes are issued due to inclement weather.

Unexpected closures: Extreme weather conditions may call for unexpected closures, which are infrequent. RWPZ does reserve the right to close the Zoo for any reason, including current or forecasted weather conditions. We post all closures on our website and social media accounts. When and if possible, we will make an effort to reach out to our guests. Please be sure to check our website before your visit for the most accurate announcements.

A special note: Hasbro's *Our Big Backyard*

Hasbro's Our Big Backyard includes Our House, an indoor activity space, as well as Drip Drop Water Garden, Sticks & Stones Building Zone, and Creativity Corner play spaces. Children may Travel Beyond the Fence to wind to CVS Health's All Kids Can Treehouse packed with things to hear, touch, and see including our raven, Simone, and the opportunity to see real honeybees up close!

Please go over these reminders with your children before exploring Hasbro's Out Big Backyard to ensure that playtime is fun and safe:

- Older children should be mindful of younger and smaller children.
- Please treat all of toys and equipment with respect.

Tips for Chaperones for a Successful Trip:

- If you cannot see your children, they cannot see you! Please stay with your groups as you travel the play spaces.
- When coming to Our Big Backyard with a large school group, try to stagger your visits to the space, bringing one smaller group in at a time.
- "Our House" only has two (2) single stall restrooms. For large groups, please use the larger restrooms near Admissions or by the Serengeti Café (each location is about a 2-3 minute walk from "Our Big Backyard").
- If your children become separated from your group, please let them know to find any Zoo employee to help them reunite with their chaperones. Zoo employees generally have shirts with the Roger Williams Park Zoo logo on the upper left side.