

## Field Trips at the



**Policies, Procedures and Pricing – Please read this completely before scheduling your visit.**

### **Types of Visits**

#### **Learning Adventures**

Add an animal encounter to your visit! Participate in one of our Learning Adventures programs for preschool-college at no extra cost or at a reduced cost compared to regular gate admission. Class descriptions can be found by visiting: <https://www.pittsburghzoo.org/schoolgroups>

#### **Self-Guided**

The Pittsburgh Zoo & PPG Aquarium offers group rate admission for schools and groups. Enjoy a self-guided tour of the Zoo at your own pace, any day we're open.

- All groups wishing to receive the group rate are required to submit a field trip reservation form (located online at <https://www.pittsburghzoo.org/schoolgroups>) three weeks prior to your date of choice. **You must have a reservation to receive the group rate for all types of visits!** Your trip must be paid for in full or credit card to hold information must be provided to us at least 2 weeks in advance of your trip date. Please see Pricing and Payment below for more information.

#### **Special Needs Groups**

The Pittsburgh Zoo & PPG Aquarium is proud to offer free admission to special needs organizations. If your organization serves individuals with developmental disabilities or who are mentally or physically challenged, please send a letter on your organization letterhead detailing the date of your planned Zoo visit, the number of people in your group including chaperones, and a brief description of your organization. Please note: we do not offer free admission based solely on economic need. Also include a self-addressed stamped envelope and send to:

Pittsburgh Zoo & PPG Aquarium  
Attn: Terry Deluliis, Executive Assistant to the President  
One Wild Place  
Pittsburgh, PA 15206

Please allow three weeks for processing. You will receive a letter for free admission to the Zoo for self-guided tours only. Special needs groups are also able to schedule a class at a discounted rate. For information regarding education programming please call 412-365-2528 or email [learn@pittsburghzoo.org](mailto:learn@pittsburghzoo.org). If you have any questions regarding special needs groups only, please email [tdeiuliis@pittsburghzoo.org](mailto:tdeiuliis@pittsburghzoo.org) or call 412-365-2500.

## Pricing

### Field Trip pricing when participating in a Learning Adventures program:

Minimum group size of 15 paying individuals	January-March	April	May-August	September-December
PreSchool-12 <sup>th</sup> grade	\$10	\$12	\$12	\$10
College	\$14	\$14	N/A	\$14

**\*\*\*Discount pricing is not available for the 1.5 hour *Zoo Life: A Behind the Scenes Look* program for Grades 7-12. Any program with a tour is not available May-August.\*\*\***

### Field Trip pricing when participating in a Self-Guided Tour:

Minimum group size of 15 paying individuals	January-December
PreSchool-12 <sup>th</sup> grade	\$12
College	\$12

- All prices are per person. School/camp staff including teachers, teacher's aides, camp counselors, school nurses, and bus drivers will receive free admission on the day of your trip (must have school/camp issued ID).
- Reservations must be made at least 3 weeks in advance by submitting a reservation form online at <https://www.pittsburghzoo.org/schoolgroups>
- Your trip must be paid for in full or credit card to hold information must be provided to us at least 2 weeks in advance of your trip date.
- Minimum group size is 15 paying participants. Groups with less than 15 participants do not need a reservation and should expect to pay the gate rate.
- Adult (parent) chaperones pay the same rate as youth participants.
- At least one adult chaperone per every 10 students (ages 17yr and under) is required.
- For homeschool groups, only the trip organizer is free.
- Discounted Learning Adventures pricing is for 45 minute programs only.
- Submitting a field trip reservation form will schedule your visit. Please contact us with any questions prior to scheduling a visit – [learn@pittsburghzoo.org](mailto:learn@pittsburghzoo.org) or 412-365-2528.
- We are not able to make exceptions to our policies or accommodate special requests. We appreciate your understanding.
- The prices above are current as of January, 2019, and are subject to change at any time.

## **Payment Options**

Payment must be received at least two weeks prior to your visit. All group members will be individually ticketed with admission wristbands. Anyone without a wristband must pay the current gate rate. Please see below for Zoo member policies.

The Pittsburgh Zoo & PPG Aquarium offers two payment options:

**(1) Credit Card to Hold Payment:** Credit Card information must be provided at least two weeks prior to your trip date. On the day of your visit, you may return any unused wristbands and pay only for what you use (must pay for a minimum of 15). Unused wristbands must be returned and payment must be made on the day of your visit at either the admission gates or the Education Reservations office located in the Education Complex. We will not charge your credit card until we receive your approval on the day of your visit. You may also choose to pay with cash or a check on the day of your trip. Refunds cannot be given for checks made out in an incorrect amount.

**(2) Check payment:** If you choose to pay in advance by check we must receive the check at least two weeks before your visit to the Zoo. Once you pay by check, any unused wristbands are yours to keep. They can be used for regular admission on any day. We cannot issue refunds for orders paid by check under any circumstance.

### **Payment policies for Zoo members:**

- Zoo Member policy for Learning Adventures programs:  
Member adults chaperoning the trip can go through the Membership window with their membership card and appropriate identification. They should not receive a wristband. Member students that are visiting, regardless if their parent is present, must pay the same fees as their classmates for the educational program.
- Zoo Member policy for self-guided tours only:  
Adult Zoo Members, chaperoning a school or group visit to the Zoo are permitted to use their Membership for themselves and their child and do not need admission wristbands. Please bring your membership card and proper identification. Member students who do not have a parent attending are not permitted to use their Zoo Membership.

### **Late Payment Policy**

Payment or credit card to hold information is required at least two weeks prior to your trip date. If your payment arrives after your payment due date, you will have to pick-up your wristbands in the Reservations Office at least two business days ahead of your trip date. If wristbands must be mailed there is a \$30 overnight mail fee. Wristbands cannot be picked up on the day of the field trip. Reservations received less than two weeks in advance will also incur a \$30 late fee.

### **Cancellation Policy**

Learning Adventure programs can be rescheduled without penalty based on availability. Self-guided tours can be rescheduled without penalty for any day. If you have chosen credit card to hold, received your wristbands and need to cancel your trip, please return the wristbands to the office as soon as possible to avoid being charged the full amount. Your credit card number will be shredded when the wristbands are received. If you have paid in full by check, no refund will be given. The wristbands are yours to keep.

### **Parking**

Parking is free for both cars and buses.

## **Lunch & Souvenirs**

### **Lunch at the Zoo**

Let the Zoo coordinate lunch for your group. Choose a prepared bag lunch that will satisfy your wildest taste buds. Order prepared lunches two weeks prior to your field trip by contacting the Zoo's catering department, Services Systems Associates/Taste of the Wild Catering at 412-365-6003 or by email at [catering@pittsburghzoo.org](mailto:catering@pittsburghzoo.org).

### **Purchase Lunch at the Zoo's Concession Stands**

You can also pre-pay for lunches for your field trip and receive Zoo Bucks (available in \$1 increments only) that you can provide to your students and chaperones. Zoo Bucks can be used at all concession stands and Zoo gift shops. Please contact Service Systems Associates at 412-365-6012 to order and pay for Zoo Bucks.

### **Bring your lunch**

You are welcome to have your students bring their own lunches to the Zoo, however, we are not able to store or deliver lunches for you. If you have a large group, you may want to consider renting a pavilion for the day. We have three pavilions available and they can be rented at a discounted rate for schools.

### **Zoo Pavilions available for rent:**

<b>Pavilion</b>	<b>Capacity</b>	<b>Fee/day</b> (for school groups only)	<b>Location</b>
Kids Kingdom	40	\$100	Kids Kingdom
Village	80	\$125	Main zoo entrance (at the top of the escalator)
PNC half/whole	96/192	\$150/\$300	Water's Edge

### **Zoo Souvenirs (Zooenirs)**

If you are considering zoo souvenirs for your group, there are two options available:

#### **(1) Pre-order gift/souvenir bags**

You can order preassembled gift bags that are ready for pick-up at the beginning or end of your visit. Please email [gifts@pittsburghzoo.org](mailto:gifts@pittsburghzoo.org) or call 412-365-6013.

#### **(2) Use pre-purchased Zoo Bucks**

Zoo Bucks can be used to purchase items in the gift shops and concession stands. For information regarding Zoo Bucks, please contact Service Systems Associates at 412-365-6012.

## **Wild Earth Day**

The Pittsburgh Zoo & PPG Aquarium is wild about our planet Earth and every year for Earth Day, we celebrate! Our Wild Earth Day celebration is typically on the third Thursday in April (see website for exact day). School groups are invited to experience interactive learning stations throughout the Zoo. Special offer: If you attend a Learning Adventures program between September 1st and March 1st, your group can come back to visit on Wild Earth Day for free! For additional information, please contact our Education Reservations department at 412-365-2528 or [learn@pittsburghzoo.org](mailto:learn@pittsburghzoo.org).

## **Day of Visit & Policies**

- We ask that all schools and/or groups have proper adult supervision with at least one adult for every ten students. If possible, one adult for every five students is preferred.
- If participating in a Learning Adventures classroom program, up to 4 adults are required to be in the classroom with the students.
- All supervisors/chaperones must stay with their groups at all times. Each school/group is responsible for any damage or inappropriate student/chaperone behavior. Grades 6 through 12 will be asked to sign a visitation agreement outlining behavior and chaperone guidelines. This agreement form will be attached to your email confirmation along with your invoice. We have the right to remove any person or group from Zoo grounds due to inappropriate behavior. Please be sure that all chaperones are aware of their responsibilities through the entire visit.
- Students are required to wear a name tag. The name tags should include the student's name, the school's/group's name, and a phone number where someone can be reached in the event that the child is separated from their group.
- Please make sure all students/adults are wearing their wristbands before exiting the bus.
- During our busiest months (April-May) we will have a greeter to meet your bus and provide you with information. The greeter will need to know the number of attendees in your group. During our less busy months, your trip organizer may proceed to the admission gates for check-in. Please do not allow your group to loiter on the entrance plaza at any time.
- Before you arrive, please take the time to review and share the Pittsburgh Zoo & PPG Aquarium policies: <https://www.pittsburghzoo.org/policies>
- You are welcome to pack lunches (no glass containers or alcohol is permitted); however Zoo staff is not able to transport them for you.
- We are a tobacco-free Zoo. Smoking, chewing, and vaping are prohibited on Zoo grounds.
- Please contact us with questions prior to scheduling a visit.

**Thank you for your interest in visiting the Pittsburgh Zoo & PPG Aquarium!  
We look forward to seeing you soon!**

**Conservation Education Department  
One Wild Place  
Pittsburgh, PA 15206  
412-365-2528  
[learn@pittsburghzoo.org](mailto:learn@pittsburghzoo.org)**