



What's New at the Zoo?



Elephant & Giraffe Viewing Deck



NEW ENGLAND TRAIL ENTRANCE

Thanks to a referendum passed in November of 2006, the Roger Williams Park Zoo has been undergoing many changes in order to update our look. Already completed and newly introduced are the New England Trail and the Fabric of Africa areas. Furthermore, we intend to reopen our popular Polar Bear exhibit with a new state of the art facility, which is slated for completion around 2010! If you are interested in keeping abreast with zoo changes then please feel free to visit our New Zoo website (listed below), the one and only source for all New Zoo information!



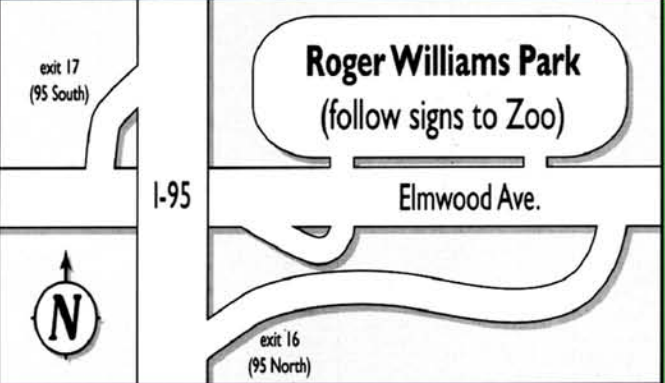
The New Zoo Website:
www.thenewzoo.org

GROUP SALES DEPARTMENT
RI ZOOLOGICAL SOCIETY & ROGER WILLIAMS PARK ZOO
1000 ELMWOOD AVENUE, PROVIDENCE, RI 02907 (401) 467-0150
www.rogerwilliamsparkzoo.org



Roger Williams Park
ZOOTM
PROVIDENCE, RI

Group Visits
FREQUENTLY ASKED QUESTIONS
www.rogerwilliamsparkzoo.org



DIRECTIONS

Roger Williams Park Zoo is located on Elmwood Avenue in Providence, RI. The Zoo can be reached by taking Interstate 95 South to exit 17 or Interstate 95 North to exit 16.

GROUP LEADER TIPS

Free online self-guided tour offerings and post-visit activities are also available on our website at:
<http://www.rwpzoo.org/education/programs.efm>

Please be sure to have your buses reserved before you book with the zoo this will eliminate unnecessary reschedules due to unavailability of busses

ROGER WILLIAMS PARK ZOO'S MISSION STATEMENT

The Roger Williams Park Zoo contributes significantly to the conservation of our earth's animals, plants and other natural resources while acting as a responsible environmental steward. We call our audience to action by providing an exceptional experience where our guests improve their understanding of, and appreciation for, the natural world.





GROUP SALES

FREQUENTLY ASKED QUESTIONS

• **How many people are needed for a group discount?**

A group consists of ten or more paying individuals.

• **Are reservations required to receive a group discount?**

Yes. Reservations are required at least 10 days in advance and must be made online or through the Group Sales Office in order to receive the group rate. Groups visiting the zoo without a prior reservation will be charged the general admission rate. Please do not assume you have a reservation unless you've received a confirmation from Group Sales. To make a reservation contact Group Sales at (401) 467-0150.

• **What is the group discount rate?**

Adults (13-61 years) are \$10.00, Children (3-12 years) are \$5.00, and Seniors (62+ years) are \$7.00. For every ten (10) children paid for, we allow one complimentary Adult Chaperone admission. Providence elementary & middle schools receive free admission during the school year (September through June). Payment is due on the day of your visit and must be paid in one lump sum upon arrival. We accept cash (please, no large amounts of coined currency), checks, and all major credit cards.

• **Do you offer a group rate for disabled individuals?**

Yes. The disabled rate is \$5.00 per person, regardless of age. Staff members, aides and other individuals accompanying them will be charged the regular group rate of \$10.00 per Adult and \$5.00 per Child. For every 10 disabled individuals paid for, we allow one complimentary Adult Chaperone admission.

• **What is needed on the day of the group visit?**

In addition to full payment, please bring your Group Sales e-mail confirmation which will be emailed directly to you upon completion of your online reservation or verbal conversation with a group sales representative. The confirmation must be presented to the cashier upon arrival in order to receive the group-discount rate. Final guest count is needed upon check-in.

• **Can a student use their family's zoo membership card for admission?**

Yes. Zoo membership cards are valid for admission, however the offer is only good for the child to which it belongs. Membership cards are non-transferable. In order to get the discount a valid zoo membership card must be presented to the cashier upon check-in.

• **How many chaperones are required per group?**

Groups are required to have one chaperone for every 5 children in the first grade & under. For second grade to 18 years of age (including ALL high school students) groups are required to have one chaperone for every 10 children. ALL CHAPERONES MUST BE AT LEAST 18 YEARS OF AGE.

• **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.

• **Do chaperones stay with children while in the zoo?**

Yes. All children, regardless of age, must stay with their chaperones at all times. Any un-chaperoned groups will be escorted to the exit and held until the chaperones arrive. Un-chaperoned groups may be asked to leave the zoo.

• **Are name tags required for Adults & Children?**

Yes. All adults are required to wear stickers that identify them as chaperones. These stickers will be given to the group leader upon check-in. Although name tags are not required for children, we highly recommend that each child wear one in case he/she gets lost. We do NOT recommend putting the child's name on the tag, just the name of the school/organization and/or the group leader's name.

• **Where do the group buses park?**

You will receive bus parking instructions with your reservation confirmation. (Please provide a copy for each bus driver.) There is a separate lot for parking buses and loading and unloading passengers. Cars are not allowed in the bus parking area; there is a separate lot for all patrons arriving by car.

• **How long is an average visit?**

Visits range from 2.5 to 4 hours.

• **What are the hours of the zoo?**

The zoo opens at 9 A.M. every day, closing at 4:00 P.M. Last admission is at 3:30 P.M.

• **May we leave and re-enter the zoo?**

Yes. You may re-enter the zoo as long as you present your receipt or ticket stub to a main-gate staff member on the same day.

• **Do you rent strollers or wheelchairs?**

Yes. Strollers and wheelchairs are available for rent at the main entrance. Rental fees & deposits must be paid in cash.



• **Are bag lunches allowed in the zoo?**

Yes. Bag lunches may be brought inside the zoo and eaten at the tables on the brick patio next to the A-to-Zebra Gift Shop.

These tables are outside and available on a first come, first served basis. Because picnic space is limited inside the zoo, many groups choose to eat their lunch in the park. The zoo DOES NOT have locker facilities. Groups are responsible for the storage and transportation of bag lunches and coolers.

• **What happens during inclement weather?**

The zoo is open rain or shine. However, if you prefer to reschedule the date of your visit due to weather conditions please call the Group Sales Office at (401) 467-0510. We DO NOT give refunds due to inclement weather.

• **Where are the restrooms?**

Public restrooms are located at the main entrance, Alice's Restaurant, the A-Zebra 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 penguin exhibit. During spring & summer months a nurse is available to assist you. At other times of the year, the First-Aid Room is available for your use. 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 Building across from the penguin exhibit. To reach lost and found after your visit please call (401) 785-3510 x300.

• **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, e.g., 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 zoo information?**

To obtain more information about the zoo, please visit our website at www.rogerwilliamsparkezoo.org. There you will find a map of the zoo, information on animal species, the latest on upcoming events, educational activities and much, much more.

