



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

## Group Policies & Procedures

*These policies only apply to self-guided groups. Groups visiting with an education program will have separate policies to follow. All other zoo policies (listed online, on zoo grounds, and/or relayed by a zoo employee/representative apply.*

### **Booking a Field Trip:**

- RWPZ does not limit the number of groups that visit on any given day, so you do not need to call ahead to check for dates. Simply submit your reservation online.
- All **self-guided** field trips are booked on the zoo's website (<http://rwpzoo.org/plan-your-visit/group-trip>). Any trips with an education program must be arranged directly with the Education Department.
- You may visit any time during the zoo's [hours of operation](#).

### **Pricing:**

RWPZ provides the following discounted group rates to parties with 10 or more paying guests:

- Adult: \$15.95
- Child (ages 2-12): \$9.95
- Seniors (ages 62+): \$13.95

***Providence schools:*** Roger Williams Park Zoo is owned by the City of Providence, and so Providence residents do pay taxes that help fund the Zoo. As a thank you for supporting us, Providence School students receive complimentary admission during the school year only (September – June). Under these terms, students admit free and one chaperone for every ten students also receives complimentary admission. Any additional chaperones above the 1:10 ratio will receive the discounted adult rate (\$15.95 each, due at time of visit). Because it is through the City of Providence, this agreement is only valid for Providence and therefore cannot be extended to any other school networks.

***Non-profit or low-income schools:*** We do not have the endowments to distribute discounted or complimentary admission to any organizations.

### **Chaperone Policy:**

Chaperone ratios are designed with safety and security in mind. For that reason, Roger Williams Park Zoo insists **all** groups must follow the policy below:

- 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).
- A chaperone must be 18 years of age or older. High school students attending with their schools cannot serve as 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:**

- Full admission is due at time of visit and is to be paid in one lump sum.
- Groups only pay for the actual number of attendees on the day of your visit, so do not worry if your final numbers change from your estimates on the reservation form.
- Payment is accepted in the form of checks, credit cards, 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.



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- Purchase orders will not be accepted.
- 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.
- To enter the zoo on a family membership, an adult cardholder must be present and show a membership card with matching photo ID. Please keep in mind the child cannot redeem the member benefits if the cardholder is not present. Parents who are admitting themselves and/or their children on a zoo membership should also plan on staying for the zoo visit to ensure the group maintains proper chaperone ratios.

#### **Arrival & Bus Parking:**

- Only the group leader should enter the admissions line. The group leader should know the exact headcount and have payment in hand prior to entering the line.
- 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.
  - Alternatively, groups can also purchase catered meals or boxed lunches from the zoo's catering partner. Please ask for more information.
  - From May – August, cubbies are available inside the zoo, near the main entrance. Please note this new cubby storage area is unmonitored and RWPZ is not responsible for loss, theft, or damage.
- 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. **To guarantee you a great place to eat, the zoo does accept private venue reservations for a small fee.** A large covered eating space in our Event Tent would accommodate a group of your size and could be rented for an added fee (\$100 for 90 minutes; accommodates up to 80 guests). Advanced registration is required, so be sure to contact the Group Sales Department to lock in your request.

#### **Additional notes:**

- A special note to all visitors: Excitedly, Roger Williams Park Zoo is undergoing construction to bring new opportunities, programming and exhibits to zoo grounds. During this time, you may see a limited number of areas temporarily closed for renovation. The majority of the zoo remains open for you.
- Known Closures: The zoo is closed on Thanksgiving, Christmas Eve and Christmas Day. On select days, the zoo may close early for special events, like Zoobilee or Brew at the Zoo. These dates will be posted on our [website](#). It is the visitor's responsibility to check this information.
- Rain Dates and/or Cancellations: The zoo is open rain or shine, so we do not reserve rain dates. If your trip needs to be postponed, [contact Group Sales](#) prior to your arrival time and will be happy to reschedule your visit. We do not issue refunds for inclement weather.
  - Unexpected closures: RWPZ makes every effort to be open rain or shine, but extreme weather conditions may call for unexpected closures. While these unexpected closures are infrequent, RWPZ does reserve the right to close the zoo for any reason, including current or forecasted weather conditions. These closures will be posted on the Zoo's website and social media accounts as soon as they are announced. When possible, we will make an effort to reach out to guests but sometimes this is not possible. Please be sure to always check our website before your visit for the most accurate announcements.