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:
- 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. *Note: Hours have changed – please check before booking.

Pricing:
RWPZ provides the following discounted group rates to parties with 10 or more paying guests:
- Adult: $15.95
- Child (ages 2-12): $10.95
- 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) when visiting with a Providence School. 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: Sadly, we do not have the endowments to distribute discounted or complimentary admission to any organizations.

Groups with guests who have special needs: Groups visiting with those who have special needs will be able to admit using our special needs rate. Under this rate, every special needs guest admits for just $9.95 each. For every 10 special needs guests, one adult chaperone will receive complimentary admission. Additional chaperones will be able to admit for just $9.95 each. Do keep in mind that for the safety and comfort of all, special needs groups are required to have 1 adult chaperone for every 5 guests.

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 OR groups for those with special needs: For the safety and comfort of all, these groups are required to have 1 adult chaperone for every 5 guests. However, complimentary admission is still limited to just 1 adult for every 10 students/special needs guests. Each remaining chaperone will admit at the discounted adult rate ($15.95).
- 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.
  o We ask that there be no large amounts of coined currency.
  o Make checks payable to the Rhode Island Zoological Society.
  o Returned checks will result in an additional $25 fee.
  o 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.
  o Please note, there is no public storage or refrigeration, so students will want to plan on carrying their lunches with them.
  o Alternatively, groups can also purchase catered meals or boxed lunches from the zoo’s catering partner. Please ask for more information.
• 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.

COVID-19 Safety & Masking Requirements
The Zoo is following the state of Rhode Island’s recommendations and guidelines regarding mask wearing. Thank you for helping us keep our staff, animals and all our Zoo friends safe!
• **Unvaccinated guests** will need a mask indoors and anytime 3’ spacing cannot be maintained outdoors. Masks are also required in the Faces of the Rainforest exhibit.
• **Vaccinated guests** will still require a mask in the Faces of the Rainforest exhibit, as this area features free-roaming primates susceptible to Covid.
• It is best for all guests to bring masks, to prevent confusion. Visit rwpzoo.org/reopen for more Covid information.
• **Again, ALL GUESTS will be required to wear a mask when entering the Zoo’s Faces of the Rainforest exhibit**, with the only exception for those under the age of 2 in strollers. Those without a mask will not be able to enter.

Additional information for your visit:
- 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 Tuesdays and Wednesdays from Labor Day - March. Additionally, 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 we will be happy to reschedule your visit. We do not issue refunds for inclement weather and we do not issue rainchecks if the weather interferes with your visit.
  - 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.