

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.

How can I book a field trip?

- You can book a **self-guided** field trips on the zoo's website (<https://www.rwpzoo.org/groups/>).
 - Any trips with an education program must be arranged directly with the Education Department.
- Visit any time during the zoo's hours of operation, which vary seasonally.

What are the group rates?

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

- Adult: \$17.95
- Child (ages 2-12): \$11.95
- Seniors (ages 62+): \$14.95

Can I get an extra discount?

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 elementary, middle, or high 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 be charged the adult group rate, 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 \$11.95 each. For every 10 special needs guests, one adult chaperone will receive complimentary admission. Additional chaperones will be able to admit for just \$11.95 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.

Do chaperones admit free? What's your 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 adult group rate.
- 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.

When is payment due?

- 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.

- Make checks payable to the Rhode Island Zoological Society. Returned checks incur an additional \$25 fee. If possible, do not fill in check amount until visit day, when cashier calculates final cost.
- **Purchase orders will not be accepted.**
- All overpayments will be refunded in the form of a check and will take 3-4 weeks to process.

What if some students have a zoo membership?

- 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.
- Those admitting on a zoo membership will not count toward the minimum 10 paid guests required to earn the group rate.

What do I need to know for the day of my visit?

- 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.

Do you offer rain dates? What if it's raining when I visit?

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 or rainchecks.

- 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.

Is there a place to eat lunch?

- Groups are welcome to bring their own lunches onto zoo grounds.
 - Please note, there is no public storage or refrigeration, so students will want to plan on carrying their lunches with them.
 - 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 (\$150 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

Please visit rwpzoo.org/reopen for COVID information and masking requirements, which are subject to change. Masks may be required inside our Faces of the Rainforest exhibit, for the safety of our free-roaming animals. Masks are not provided, so you will want to remind your group members to bring their own, or plan on bringing masks for your group.



Group Sales Department
1000 Elmwood Avenue, Providence, RI 02907
Phone: (401) 785-3510 ext. 691 • GSales@rwpzoo.org

Additional notes: RWPZ 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. RWPZ is still operating with a limited capacity via timed entry, so you may be denied entry if maximum capacity has already been reached.