

PHILADELPHIA ZOO

3400 West Girard Avenue ■ Philadelphia, PA 19104-1196 ■ 215-243-1100 ■ philadelphiazoo.org

Field Trip Frequently Asked Questions

Booking Process and Trip Preparation

How do I reschedule?

If you need to cancel or reschedule for any reason, you must call the Group Sales office at 215-243-5235 to discuss your options. Rescheduling is based on availability, and we may not always be able to accommodate a change in date.

How many chaperones do I need?

Students under 18 years of age **MUST** be chaperoned by a minimum of one adult for every ten students. This helps ensure their safety and that the rules are followed while exploring the Zoo. This is especially important during the spring months, as the Zoo is very busy and can have more than 10,000 visitors per day. Chaperones must be 21 years of age or older.

Do I have to pay for my chaperones?

For every 10 tickets purchased for students, you will receive one complimentary ticket for a chaperone. Additional chaperone tickets should be purchased in advance of your trip and will be eligible for the group rate.

Do bus drivers have to pay admission?

All bus drivers are admitted to the Zoo for free. Bus drivers must obtain a ticket at the Zoo's Main Box Office to gain free admission. Proper I.D. is required.

Arriving at the Zoo

Where do we park?

Buses will be directed to park along 34th Street, south of the entrance to Tiger Lot. If that space is full, buses will be directed to Hippo Lot. Buses park for free. Anyone traveling in their own vehicle will need to pay for parking in any of our open lots.

Where do we go when we arrive?

All buses will unload on 34th Street, where they may be greeted by a Zoo staff member. Buses are not permitted to drop off or pick up in the designated drop-off zone, which is reserved for cars.

Where do I go if I need to pay for or pick up my tickets the day of the visit?

You will need to go to the Will Call window at the Main Box Office. **Avoid administrative fees and extended delays on the morning of your trip by paying in advance.**

When do I distribute the wristbands/tickets?

Please distribute all wristbands/tickets to students and chaperones prior to getting off the bus. Many school groups arrive at the same time in the same location, which makes it difficult to communicate with your entire group once they leave the bus. If you need to pick up your wristbands/tickets when you arrive, have your group get off the buses and assemble on the large plaza just outside the entrance to the Zoo.

What happens if a member of my group is arriving late?

Field trip leaders are responsible for getting wristbands/tickets to late arrivals. The Zoo cannot page a group, so please exchange cell phone numbers or meeting places/times with your late arrivals. Individuals who do not arrive with their group and are unable to get in contact with them will be charged the general admission rates.

During Your Visit and Exiting the Zoo

Can we purchase lunch? Where may we eat our lunches?

The Zoo offers several eateries and seating options for school groups. Please refer to the following chart to choose the best place for your group to either purchase food or find a seat.

Location	Nearest exhibit	Seating available?	Capacity	Food for purchase?	Indoor/Outdoor
Impala Cafe	Rare Animal Conservation Center	Yes	175	Yes(seasonal)	Outdoor
Wolcott Plaza	PECO Primate Reserve	Yes	60	Yes(seasonal)	Outdoor
PECO Mezzanine	PECO Primate Reserve	Yes(floor)	40	No	Indoor
Tiger Terrace	Big Cat Falls	Yes	10	Yes	Indoor
Bird Lake Plaza	Bird Lake(seating to right of plaza)	Yes	140	Yes(seasonal)	Outdoor
Picnic Grove	Bald Eagles	Yes	200+	Yes(seasonal)	Outdoor
Impala Lawn	Small Mammal House	Yes(ground)	200+	No	Outdoor

Please keep in mind that any indoor locations may be more challenging for large groups on very busy days. From April-October, there are a number of smaller food locations throughout the Zoo. Please refer to your map for the most up-to-date information.

Can my group go into the Treehouse?

Treehouse is open to members only, and school groups are not permitted into the Treehouse. The building does not sustain multiple large groups at once.

What if I need first aid or have a lost child?

If one of your students gets lost or injured, speak to any Zoo staff member for assistance. You may also use one of our red emergency phones located throughout the Zoo and highlighted on our map. If you are unable to locate a staff member or red phone, you may call 215-243-1100 to reach the Zoo's operator.

Where should I meet my group at the end of the day?

The Zoo recommends that groups meet at the main entrance (North Gate Plaza) to regroup at the end of your day.

Where do I go to find my bus?

All buses will pick up groups on 34th Street. Buses will not be permitted to park in the designated pick-up zone, which is reserved for cars. Teachers and chaperones should communicate via cell phone with their bus driver or arrange for an exact time for pick up.