



Welcome to the

# Edmonton Valley Zoo



Our field trips are designed to complement the Alberta curriculum. If you have questions about specific program objectives or logistics please visit our school & group program website for payment details, program information and our FAQ section:

[https://www.edmonton.ca/attractions\\_events/edmonton\\_valley\\_zoo/school-group-programs](https://www.edmonton.ca/attractions_events/edmonton_valley_zoo/school-group-programs)

**For any booking inquiries, or to CHANGE or CANCEL your booking, email [artsattractionsbookings@edmonton.ca](mailto:artsattractionsbookings@edmonton.ca)**

## Arrival

Your interpreter will meet you in the main plaza of the zoo for the start of your program. If you will be arriving at the zoo and doing a self-guided tour prior to your program start time, please return to the plaza to meet your interpreter at the program start time. Admission is included for program participants if the zoo is open to the public. We strongly recommend touring the zoo before and/or after your scheduled program to make a whole day out of your field trip.

**Important:** Self-guided touring is not permitted while the zoo is closed to the public.

[Please check our website](#) for our hours of operation and more details.

## Adult Supervisors

We recommend the following ratios:

Preschool: 1 adult per 3 children; Grades K- 6: 1 adult per 5 children; Grades 7-12: 1 adult per 10 children

Please inform adult supervisors that they will be asked to help out with group activities and that they are there to supervise the group.

## Group Size

For School group there is a group size of 35 students and up to 10 adult volunteers maximum for a single program. For non school groups there is a maximum number of 35 **individuals** permitted in a single program. Groups exceeding 35 individuals in total must book an additional program.

## Lunch & Break Spaces

There are no guaranteed or designated spaces for eating lunches or for storing lunch totes or backpacks. We recommend that each participant carries their own lunch, snacks, and water bottle with them in a backpack at all times. The zoo is not responsible for lost or missing items that are left unattended. Outdoor Picnic Spaces can be rented through our rentals team.

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## Interpreter Contact

The interpreter assigned to lead your program will contact the individual who booked the program at least 72 hours prior to your field trip to confirm details with you. If you have not heard from your interpreter within 72 business hours and have questions about your program, please call the Zoo Experiences team at 780-217-0255. The interpreter will first try to contact you by email, if you haven't heard from them please check your spam folder.

## Inclusion Accommodations

We are able to tailor program activities, within reason, to assist students with learning and/or inclusion needs. If you would like inclusion adjustments to your program please let our team know when you book, or let your interpreter know when they contact you in advance.

**The zoo is not a nut-free or fragrance-free facility.** Common allergens encountered at the zoo include fur, feathers, dust, pollen, straw, and hay.

Programs do not automatically include time for a snack or bathroom break, but this can be incorporated into your program,

## Code of Conduct for the zoo

To ensure safety and to respect other visitors, we ask that all program participants abide by the following rules while visiting:

- Artifacts should only be touched when a program leader has given permission
- Respect boundaries such as ropes, fences, signs, and those verbally given by your program leader. These protect sensitive spaces and keep visitors safe.
- Use quieter indoor voices when inside buildings and animal exhibit spaces
- Be respectful of staff, animals and other people in the area

## Weather Policy

Our programs run rain, snow or shine. Please make sure all participants dress for the weather as some of the activities will take place outdoors. In extreme weather conditions, we will tailor program activities to balance between the indoors and outdoors for participant comfort.

There is a lot of walking involved to navigate the site, for your group's safety and comfort while walking around the zoo, we recommend comfortable, closed-toed footwear.

## Animal Encounters

Due to limited animal availability and in accordance with important CAZA guidelines prioritizing animal welfare, animal encounters may be cancelled without notice if animals exhibit behaviors indicating they prefer to remain in their habitats.

For more information about payments and our program FAQ, [please visit our website](#).

*We look forward to seeing you soon at the Edmonton Valley Zoo!*