



Frequently Asked Questions

Group Trips

Where do we go when we arrive at the zoo?

Please report to the main entrance where an admissions staff member will greet you, count your group, and send your leader to pay.

How do I pay for our trip? You may pay by company check, cash, or credit card (excluding Discover) at the gate. **Payment is expected the day of your visit, with no exceptions. PLEASE NOTE: WE DO NOT ACCEPT PURCHASE ORDERS.**

Where can you get zoo souvenirs? There are several locations throughout the zoo where you can pick up your souvenirs. Including the Tropics of the America's Marketplace, Fountain Gift Kiosk, and the Gift Shop at the exit of the zoo. The Gift Shop requires one adult per five children and asks that you bring only one group into the store at a time. While we encourage your group to visit the Gift Shop, please ensure that they are properly supervised. You can also purchase pre-made souvenir gift bags for each member of your group. Each gift bag contains zoo themed souvenir items so your group will have something special to remember their day at the zoo. Your order will be ready at the Gift Shop the day of your visit. Please note a minimum of 10 bags must be ordered. For more information or to order gift bags please call **(561) 533-0887 ext. 226**.

Where do we park? Bus parking is available ONLY in Dreher Park across the street from the zoo on the south side of Summit Blvd. The paved bus lane at the main entrance of the zoo is designated only for the drop off or pick up of group passengers. Cars may park in our main parking lot. Parking is always free.

If we are scheduled for an educational program or tour, where do we meet our teacher? Your zoo instructor will meet your group at the fountain 10 minutes before your scheduled program time and will escort you to your designated program site.

What if our group is running late? Due to the popularity of our programs and tours, your group may be combined with another group. It is extremely important that your group arrive on time. If you are running late, please call **(561) 533-0887 ext. 229**, and let us know your approximate arrival time. While we will do our best to accommodate late arrivals, we do reserve the right to adjust your program time or cancel your program completely depending on our schedule.

Can we bring in lunches? Only weekday school groups are permitted to bring lunches into the zoo. Catered lunches or pre-arranged bag lunches are available from the Tropics Café. For more information, please contact: (561) 533-0887 ext 217.

What if it's raining the day of our visit? Just call the zoo if you decide not to come. As long as your group has not entered the zoo, you are welcome to reschedule. To reschedule please submit a new group trip registration form with your new selected date. **WE DO NOT ISSUE RAIN CHECKS.**

Please treat all living things at the zoo with care and respect. We have placed trash receptacles and recycle bins throughout the zoo, so that you can leave the grounds the way you found them. Thank you for visiting.

Can we purchase discounted carousel tickets? Discounted tickets are available for groups at the main entrance. The magnificent carousel at the Palm Beach Zoo provides unforgettable experiences for children and a bit of nostalgia for grownups. Thirty-two colorful sculptures take guests on thrilling rides while traditional carousel music plays.

Do you have a splash water park for children? Yes, bring your bathing suits and play in the dancing waters of our interactive fountain. Changing tents are nearby, and pleasant seating is provided for those who wish to relax and watch as their delighted children frolic in the refreshing water jets.



Group Trip Reservation Form

Please return completed form to:
 Palm Beach Zoo, Education Department
 1301 Summit Blvd., West Palm Beach, FL 33405-3098
 Phone: (561) 533-0887 ext. 229 Fax: (561) 585-6085

Organization Name: _____

Contact Name: _____

Street Address: _____

City: _____ State: _____ Zip : _____

Phone Number: _____

Fax Number: _____

Email Address: _____

Date of Trip:	1st Trip	2nd Trip	3rd Trip
1st Choice			
1st Backup Date			
2nd Backup Date			

Time of Arrival			
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Number of Children			
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Number of Adults			
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Number of Seniors			
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Zoo programs are interactive education adventures with live animals. Choices are below. (Please circle one)

- Animal Discovery
- Animal Adventures
- Habitat Sweet Home
- Food Chains
- Creatures have Class
- Florida Wildlife & Wetlands
- Rainforest Rescue
- Edging Towards Extinction
- Tropics of the Americas - The Maya
- Classification Connection
- Animal Adaptations
- Wildlife Conservation
- Food Webs and Energy Transfer
- Conservation Medicine
- Kingdoms & Conservation
- Zoo Careers

Guided Tours-select from one of the following walking tours of the zoo.

(Please circle one)

Animal Hospital Tour
(Ages 5- Adult)

Tropics of the Americas Exhibit
(All Ages)

Florida Wetlands & Wildlife Exhibit
(All Ages)

Green Building Tour
(Ages 8 - Adult)

Zoo program participants may have the opportunity to touch at least one animal. We cannot guarantee which animals will be used.

Group Admission Rates:

(Effective November 15, 2011)

Group rates are based on a minimum of 15 paying people.

General Admission

Child (Ages 3-12) \$9.95 per person
Seniors \$11.95 per person
Adults \$13.95 per person
 Children under 3 are FREE

Admission plus Zoo Program

Child \$11.95 per person
Seniors \$13.95 per person
Adults \$15.95 per person

Admission plus Guided Tour

Child \$14.45 per person
Seniors \$16.45 per person
Adults \$18.45 per person

Private group luncheons, and pre-arranged bag lunches are available from the Tropics Café. For more information, please contact: (561) 533-0887 ext 217.

**FOR SUMMER ZOO PROGRAMS
JUNE TO AUGUST**

A \$50 non-refundable deposit will be required to hold your zoo program request.

Please be sure to include back up dates in case your first choice is not available.

Please schedule your trip at least two weeks in advance.

Your trip is not confirmed until you receive an invoice.

Registrations and dates cannot be released over the phone or email.

Discounted carousel tickets are available for groups at the main entrance.