



How to Register for Your Zoo Visit

How do I register for my zoo field trip?

1. Confirm your plans with your site administrator, secure your transportation and verify the number of children, adults, and seniors.
2. Complete the Field Trip Registration Form on the following page and fax it to (561) 585-6085 or scan and e-mail to education@palmbeachzoo.org.
3. Once we receive your completed registration form, we will email you an invoice with your required deposit amount. **Once you receive your field trip confirmation invoice, a 20% non-refundable deposit (minimum of \$100) is due within 14 days to secure your field trip date (if your trip date is less than 14 days, please contact us at 561-533-0887 ext 229 and we can accommodate your request).** Final payment is due upon arrival or can be paid in advance. If we do not receive your deposit during the allotted time period, your field trip reservation request will automatically be cancelled. Please note that the pre-registered group admission rate is not available at the main entrance.

Acceptable forms of payment: For deposits and final payment we accept the following: a company check made payable to the Palm Beach Zoo, money order, cash, or credit card using our credit card authorization form (this form is only required for deposits or pre-payments). Checks can be mailed to Palm Beach Zoo, Att: Group Sales, 1301 Summit Blvd., WPB, FL 33405. Please note that we do not accept purchase orders. Overpayments will only be refunded in the amount of \$25 or more. Refunds are made by check and will be mailed to the address you provided on your registration form. Please allow 2-4 weeks for processing.

Do you offer a walk-up admission rate for groups?

If you are unable to pre-register and provide a deposit, your group can still visit but they will be charged the walk-up rate as shown on the following page. We encourage groups to pre-register, to receive the best possible admission rates.

Where do we go when we arrive at the zoo? Please report to the main entrance to check in. If you are scheduled for a zoo class or tour, a zoo educator will meet you at the fountain 5 minutes before your scheduled program time.

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 free. Please carpool if possible - the planet and our parking lot will thank you!

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 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. Please note that there are no refunds for missed zoo classes or guided tours due to late arrivals. (PROGRAMS CANNOT BE CANCELED ONCE YOUR GROUP HAS ARRIVED AT THE ZOO.)

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. For more information or to arrange for your group to eat in the restaurant, please contact: (561) 533-0887 ext 217 or email Izelnia@palmbeachzoo.org.

Where can we 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 zoo exit. 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 children are properly supervised. You can also pre-purchase souvenir gift bags for each member of your group. For more information or to order gift bags please call (561) 533-0887 ext. 226.

Carousel:

The group rate for carousel tokens is \$2.00 each with a minimum purchase of 15 tokens. Tokens can be purchased at the main entrance.

Please treat all living things 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!

What if I need to cancel or reschedule our trip?

We work hard to prepare for your visit! If your plans change, you must tell us you are not coming in order to use your deposit for a new trip date; "no-shows" will forfeit their deposit.

At least a week in advance: Please call (561) 533-0887 ext. 229 or email: education@palmbeachzoo.org.

Within a week of your trip date: Please call (561) 533-0887 and dial "0" for the operator. The operator will connect you to the appropriate person, to make sure we do not continue planning for your visit.

We will do our best to reschedule your trip, or you may receive a credit toward a future visit. This is at the discretion of zoo management. Please note that we do not issue rain checks once you have entered the zoo.



Community Group Trip Registration 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
 Email: education@palmbeachzoo.org

Organization Name: _____

Contact Name: _____

Street Address: _____

City: _____ State: _____ Zip : _____

Phone Number: _____

Fax Number: _____

Email Address: _____

Bookkeeper's 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			
Number of Adults			
Number of Seniors			

If you would like to add a Zoo Class, Guided Tour, or Zoo Lab, please circle your choice below. Suggested grade levels are in parentheses.

Zoo Classes	Guided Tours
Animal Discovery (Preschool) Color Safari (Preschool) Motion Commotion (Preschool) Animal Adventures (K-2nd) Habitat Sweet Home (K-2nd) Zoo Clues (K-2nd) Food Chains (3rd-5th) Classification Connection (3rd-5th) Florida Wildlife (3rd-5th) Rainforest Refuge (3rd-5th) Go Wild for Math (3rd-5th) Animal Adaptations (6th-8th) Investigating Evolution (6th-8th) Wildlife Conservation (6th-12th) A Climate of Change (6th-12th)	Tropics of the Americas (All Ages) Florida Wildlife (All Ages) Animal Hospital Tour (K-Adult) Endangered Species (3rd-Adult) Green Building Tour (3rd-Adult)
	Zoo Labs
	Animal Discovery Lab (3rd-5th) Animal Science Lab (6th-8th) Veterinary Lab (9th-12th)

Zoo class participants may have the opportunity to touch at least one animal. We cannot guarantee which animals will be used. **We can create a class based on your current curriculum (three weeks notice is required).**

Pre-register Group Admission Rates:

(Effective November 1, 2018)

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

Child (Ages 3-12) \$14.25 per person
Seniors (60+) \$17.25 per person
Adults \$18.50 per person

Pre-registered Admission plus Zoo Class

Child \$17.75 per person
Seniors \$20.75 per person
Adults \$22.00 per person

Pre-registered Admission plus Guided Tour

Child \$18.75 per person
Seniors \$21.75 per person
Adults \$23.00 per person

Pre-registered Admission plus Zoo Lab

Child \$22.25 per person
Seniors \$25.25 per person
Adults \$26.50 per person

All prices are subject to change.

Payment Due Dates

- **20% Deposit (minimum of \$100): Due within 14 days of receipt of your confirmation invoice (contact us at 561-533-0887 ext 229 for trips that are less than 14 days).**
- **Final Payment: Due upon arrival or can be paid in advance.**

Please note that the discounted group rate is only available by pre-registering and paying a deposit. This rate is not available at the main entrance or the day of your zoo visit. If you do not pre-register you will be charged the walk-up rate which is as follows:

- **Adults - \$22.95**
- **Seniors (60+) - \$20.95**
- **Children (3-12) - \$16.95**

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



Credit Card Authorization Form

Please complete this form in its entirety to ensure accurate processing.
Please fax to (561) 585-6085 or scan & email: education@palmbeachzoo.org,
the credit card authorization form to the attention of Education Coordinator.

Please photocopy your credit card both front and back and return with this form.

I, _____ hereby authorize, the Palm Beach Zoo to charge my credit card, listed below for the following amount \$ _____ and have it applied to any deposits or final payments due.

Charge Date: _____ Trip or Program Date: _____

Card Type: (Please circle one):

Visa

Master Card

Discover

American Express

Card Holder's Name: _____

Organization Name: _____

Card Number: _____

Expiration Date: _____ Security Code: _____

Visa/MasterCard/Discover Credit Card Users

Flip your card over and look at the signature box. You should see either the entire 16-digit credit card number or just the last four digits followed by a special 3-digit code. This 3-digit code is your Card Security Code.

American Express Credit Card Users

Look for the 4-digit code printed on the front of your card just above and to the right of your main credit card number. This 4-digit code is your Card Security Code.

Billing Address: _____

Billing Zip Code _____

Contact Phone: () _____

Signature of Card Holder: _____

If more than one credit card is to be used on any single event, a separate authorization form will need to be provided.