



# Frequently Asked Questions

## Zoo Mobile Outreach Program

### **How do I schedule an outreach program?**

Complete the attached form and email, mail or fax it to the zoo. If there are any conflicts of dates, you will be contacted. To check available dates you may also contact us at (561) 533-0887 ext. 229. Confirmations will be emailed 5-7 business days after the submission of your registration form.

### **Can I schedule an outreach for an evening or weekend special event?**

Yes. We can provide presentations, event booths or meet and greets for formal events. Please submit the reservation form as instructed above. We can tailor a program to meet your specific needs.

### **Is there a discount for booking more than one presentation?**

Yes, we can do up to five presentations in one day and the discounted presentation rates are listed on the reservation form. Please note that in order to receive those discounted presentation rates you must book the same program on the same day with back to back presentation times. Presentation discounts are not offered if the outreach is booked on multiple days or if more than one program is requested from our program list on the reservation form.

### **How do I pay for the outreach?**

Payment is required two weeks before your scheduled outreach date. If payment is not received your outreach program will automatically be cancelled. Please send payment by company check made payable to the Palm Beach Zoo, money order, cash or credit card using our credit card authorization form, along with a copy of your confirmation invoice. **Please note: We do not accept purchase orders.**

### **Do you charge a mileage fee?**

The first 25 miles are free. There is a \$5.00 per mile charge for additional travel.

### **Are there any additional fees?**

Yes. There is a \$50.00 charge for any presentation over 75 students.

### **What if the topic I want is listed under a different grade level – or not listed at all?**

Our classes are aligned with the Florida Standards for certain grade levels, but many classes can be adapted for other grades. We can also develop a new class to meet your curriculum goals. There is no charge for developing a new class; however, we require at least three weeks notice.

### **Can I request certain animals for the program?**

We cannot guarantee which animals will be included in your program. In planning for an outreach, we need to consider

animal health, travel time, and other factors. Your zoo instructor will select 3 – 4 animals related to your program topic.

### **Will students get to touch the animals?**

We try to allow each group of students to touch at least one animal at the end of the presentation. This will be determined by your group size, student behavior, and the animal's behavior.

### **How should we set up the room (or outdoor area) for our zoo program?**

Please provide a table at the front of the presentation area. If outdoors, please be sure that there is shade or a covered area for our staff and animals. Your zoo instructor will bring everything else needed for the program.

### **How should we prepare our students for the outreach?**

Please explain to students that animals are easily frightened by loud noise or sudden movements. It will be important for students to remain quiet and seated during the program.

### **How much supervision should I provide during the program?**

We recommend that each teacher or after-care counselor supervise their own group of students during the program. If this is not possible, please be sure that you have enough responsible adults to monitor students' behavior.

### **What if it's raining the day of the ZOO Mobile visit and we do not have an inside space suitable for the program?**

Phone the education coordinator at **(561) 533-0887 ext. 229** to reschedule your outreach visit. If we have already arrived at your facility, we will do our best to accommodate your space availability.

### **Should I give another phone number besides the school number?**

Yes. Please provide a cell phone number or direct room number in case the instructor is having difficulty finding your facility.

### **Where should the contact person meet the instructor?**

If possible, please meet the instructor at the front office to direct him/her where to go once they have finished checking in. If it is not possible to meet your instructor, please leave information with the front office on where the instructor should go to set up for the presentation.



# Zoo Mobile Outreach 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  
Email: education@palmbeachzoo.org  
Visit us at www.palmbeachzoo.org

Organization Billing Name: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code : \_\_\_\_\_  
 Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_  
 Cell Phone Number: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Program Site: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_ Zip Code : \_\_\_\_\_

### Outreach Pricing:

<b>One Presentation*</b>	\$300.00
<b>Two Presentations*</b>	\$400.00
<b>Three Presentations*</b>	\$500.00
<b>Four Presentations*</b>	\$600.00
<b>Five Presentations*</b>	\$700.00

\*There will be a \$50 additional charge for each presentation to a group larger than 75 students. **A mileage fee will apply after 25 miles.**

Date of Outreach:	1st Present.	2nd Present.	3rd Present.	4th Present.	5th Present.
1st Choice					
Backup Date					

Time of Outreach					
------------------	--	--	--	--	--

Grade Level					
-------------	--	--	--	--	--

Number of Participants					
------------------------	--	--	--	--	--

**Full payment is due two weeks prior to the outreach program date.**

**Please be prepared to provide our staff and animals with shade and a table.**

**Confirmations will be emailed or mailed within 5 - 7 business days.**

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

**Please schedule your outreach at least two weeks in advance.**

**Your outreach is not confirmed until you receive an invoice.**

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

**Zoo Program Requested:**  
(Please circle one)

- Animal Discovery
- Color Safari
- Motion Commotion
- Animal Adventures
- Habitat Sweet Home
- Zoo Clues
- Food Chains
- Florida Wildlife
- Classification Connection
- Rainforest Refuge
- Go Wild for Math
- Animal Adaptations
- Investigating Evolution
- Wildlife Conservation
- A Climate of Change
- Working Wild

**Suggested Grade Level:**

- Preschool
- Preschool
- Preschool
- K-2nd
- K-2nd
- K-2nd
- 3rd-5th
- 3rd-5th
- 3rd-5th
- 3rd-5th
- 3rd-5th
- 6th-8th
- 6th-8th
- 6th-12th
- 6th-12th
- 6th-12th

**Program Location:**  
(Please circle one)

- Indoors
- Outdoors

Zoo program 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).

**Driving Directions:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## 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](mailto: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: \_\_\_\_\_

Card Type: (Please circle one):

Visa

Master Card

Discover

American Express

Organization Name: \_\_\_\_\_

Card Holder's Name: \_\_\_\_\_

Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

### Visa/MasterCard/Discover 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 Number: (     ) \_\_\_\_\_

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.