

Field Trips at the



**Policies, Procedures and Pricing – Please read this completely before scheduling your visit.
You must have a reservation to receive the group rate for all types of visits!**

Types of Visits

All groups wishing to receive the group rate are required to submit a field trip reservation form (located online at <https://www.pittsburghzoo.org/schoolgroups>) three weeks prior to your date of choice. Your trip must be paid for in full or credit card to hold information must be provided to us at least two weeks in advance of your trip date. Please see Pricing and Payment below for more information.

Learning Adventures

Add an animal encounter to your visit! Participate in one of our Learning Adventures programs for preschool-college at no extra cost or at a reduced cost compared to regular gate admission. Class descriptions can be found by visiting: <https://www.pittsburghzoo.org/schoolgroups>

Self-Guided

The Pittsburgh Zoo & Aquarium offers group rate admission for schools and groups. Enjoy a self-guided tour of the Zoo at your own pace, any day we're open.

Special Needs Groups

The Pittsburgh Zoo & Aquarium is pleased to offer free admission to special needs organizations. If your organization serves individuals with developmental disabilities or who are mentally or physically challenged, please send a letter on your organization letterhead detailing the date of your planned Zoo visit, the number of people in your group including chaperones, and a brief description of your organization. Please note: we do not offer free admission based solely on economic need or non-profit status. If approved, you will receive a letter for free admission, so please include a self-addressed stamped envelope. Requests should be sent to:

Pittsburgh Zoo & Aquarium
Attn: Terry Deluliis, Executive Assistant
One Wild Place
Pittsburgh, PA 15206

Please allow three weeks for processing. Your free admission letter is for a self-guided tour only. If you have any questions regarding special needs groups only, please email tdeiuliis@pittsburghzoo.org or call 412-365-2500.

Pricing

Pricing has changed for 2023. Please read over the information below.

2023 Prices Jan. – Dec. unless otherwise noted	Self-guided visit Any grade No program	Preschool-Gr. 12th Learning Adventures (excluding the Zoo Life program for grades 7-12)	Animal Encounters for College Students & Zoo Life tour for Gr. 7-12 September-April only
Per person for 15 or more paying participants	\$15	\$15	\$16

*****Discount pricing is not available for the 1.5 hour *Zoo Life: The Inside Scoop* program for Grades 7-12 or *Animal Encounters* for college students. These programs are not available May-August.*****

- All prices are per person. School/camp staff including teachers, teacher's aides, camp counselors, school nurses, and bus drivers will receive free admission on the day of your trip (must have school/camp issued ID).
- Reservations must be made at least 3 weeks in advance by submitting a reservation form online at <https://www.pittsburghzoo.org/schoolgroups>
- Your trip must be paid for in full or credit card to hold information must be provided to us at least 2 weeks in advance of your trip date.
- Minimum group size is 15 paying participants. Groups with less than 15 do not need a reservation and should expect to pay the gate rate (varies depending on the time of the year).
- Adult (parent) chaperones pay the same rate as youth participants.
- At least one adult chaperone per every 10 students is required.
- Students must be supervised at all times.
- For homeschool groups, only the trip organizer is free.
- Discounted Learning Adventures pricing is for 45-minute programs only.
- A maximum of 4 adults is permitted in each classroom program (teachers/school staff preferred).
- Submitting a field trip reservation form will schedule your visit. Please contact us with any questions prior to scheduling a visit – learn@pittsburghzoo.org or 412-365-2528.
- We are not able to make exceptions to our policies. We appreciate your understanding.
- The prices above are current as of January, 2023, and are subject to change at any time.

Payment Options

Payment must be received at least two weeks prior to your visit. All group members will be individually ticketed with admission wristbands. Anyone without a wristband must pay the current gate rate. Please see below for Zoo member policies. The Pittsburgh Zoo & Aquarium offers two payment options:

(1) Credit Card to Hold Payment: Credit Card information must be provided at least two weeks prior to your trip date. On the day of your visit, you may return any unused wristbands and pay only for what you use (must pay for a minimum of 15). Unused wristbands must be returned and payment must be made upon arrival on the day of your visit at either the admission gates or the Education Reservations office located in the Education Complex. We will not charge your credit card until we receive your approval on the day of your visit. You may also choose to pay with cash or a check on the day of your trip. Refunds cannot be given for checks made out in an incorrect amount. If you leave Zoo grounds without returning wristbands and authorizing payment, your card will be charged and a receipt will be emailed.

(2) Check payment: If you choose to pay in advance by check, we must receive the check at least two weeks before your visit to the Zoo. Once you pay by check, any unused wristbands are yours to keep. They can be used for regular admission on any day. We cannot issue refunds for orders paid by check under any circumstance.

Payment policies for Zoo members:

- Zoo Member policy for Learning Adventures programs:
Member adults chaperoning the trip can go through the Membership window with their membership card and appropriate identification. They should not receive a wristband. Member students that are visiting, whether or not their parent is present, must pay the same fees as their classmates for the educational program.
- Zoo Member policy for self-guided tours only:
Member adults chaperoning a school or group visit to the Zoo are permitted to use their Membership for themselves and their child and do not need admission wristbands. Please bring your membership card and proper identification. Member students who do not have a parent attending are not permitted to use their Zoo Membership.

Late Payment Policy

Payment or credit card to hold information is required at least two weeks prior to your trip date. If your payment arrives after your payment due date, you will have to pick-up your wristbands in the Reservations Office at least two business days ahead of your trip date. If wristbands must be mailed there is a \$30 overnight mail fee. Wristbands cannot be picked up on the day of the field trip. Reservations received less than two weeks in advance will also incur a \$30 late fee.

Cancellation Policy

Learning Adventure programs can be rescheduled without penalty based on availability. Self-guided tours can be rescheduled without penalty for any day. If you have chosen credit card to hold, received your wristbands and need to cancel your trip, please return the wristbands to the office as soon as possible to avoid being charged the full amount. Your credit card number will be shredded when the wristbands are received. If you have paid in full by check, no refund will be given. The wristbands are yours to keep and use any day.

Parking

Parking is free for all vehicles including school buses.

Lunch & Souvenirs

Lunch at the Zoo

Let the Zoo coordinate lunch for your group. Choose a [prepared boxed lunch](#) that will satisfy your wildest taste buds. Order prepared lunches two weeks prior to your field trip by contacting the Zoo's catering department, Services Systems Associates/Taste Catering at 412-365-6003 or by email at catering@pittsburghzoo.org.

Purchase Lunch at the Zoo's Concession Stands

You can also pre-pay for lunches for your field trip and receive Zoo Bucks (available in \$1 increments only) that you can provide to your students and chaperones. Zoo Bucks can be used at all concession stands and Zoo gift shops. Please contact Service Systems Associates at 412-365-6012 to order and pay for Zoo Bucks.

Bring your lunch

You are welcome to have your students bring their own lunches to the Zoo, however, we are not able to store or deliver lunches for you. If you have a large group, you may want to consider renting a pavilion for the day. We have three pavilions available and they can be rented at a discounted rate for schools.

Zoo Pavilions available for rent:

Pavilion	Capacity	Fee/day (for school groups only)	Location
Kids Kingdom	40	\$100	Kids Kingdom
Village	80	\$125	Village (at the top of the escalator)
PNC half/whole	96/192	\$150/\$300	Water's Edge

Zoo Souvenirs (Zoovenirs)

If you are considering zoo souvenirs for your group, there are two options available:

(1) Pre-order gift/souvenir bags

You can order preassembled gift bags that are ready for pick-up at the beginning or end of your visit. Please email gifts@pittsburghzoo.org or call 412-365-6013.

(2) Use pre-purchased Zoo Bucks

Zoo Bucks can be used to purchase items in the gift shops and concession stands. For information regarding Zoo Bucks, please contact Service Systems Associates at 412-365-6012.

Day of Visit & Policies

- We ask that all schools and/or groups have proper adult supervision with at least one adult for every ten students, regardless of grade level. If possible, one adult for every five students is preferred.
- If participating in a Learning Adventures classroom program, up to 4 school staff are required to be in the classroom with the students.
- All supervisors/chaperones must stay with their groups at all times. Each school/group is responsible for any damage or inappropriate student/chaperone behavior. Grades 6 through 12 will be asked to sign a visitation agreement outlining behavior and chaperone guidelines. This agreement form will be attached to your email confirmation along with your invoice. We have the right to remove any person or group from Zoo grounds due to inappropriate behavior. Please be sure that all chaperones are aware of their responsibilities through the entire visit.
- Students are required to wear a name tag. The name tags should include the student's name, the school's/group's name, and a phone number where someone can be reached in the event that the child is separated from their group.
- Please make sure all students/adults are wearing their wristbands before exiting the bus.
- During our busiest months (April-May) we will have a greeter to meet your bus and provide you with information. The greeter will need to know the number of attendees in your group. During our less busy months, your trip organizer may proceed to the admission gates for check-in. Please do not allow your group to loiter on the entrance plaza at any time.
- Before you arrive, please take the time to review and share the Pittsburgh Zoo & Aquarium policies: <https://www.pittsburghzoo.org/policies>
- You are welcome to pack lunches (no glass containers or alcohol is permitted); however Zoo staff is not able to transport them for you.
- We are a tobacco-free Zoo. Smoking, chewing, and vaping are prohibited on Zoo grounds.
- Please contact us with questions prior to scheduling a visit.
- If you must cancel your visit for any reason, please let us know as soon as possible.

**Thank you for your interest in visiting the Pittsburgh Zoo & Aquarium!
We look forward to seeing you soon!**

**Conservation Education Department
One Wild Place
Pittsburgh, PA 15206
412-365-2528
learn@pittsburghzoo.org**

Rev. 01/23