

FAQ:

What is included in a Badge Clinic? Most programs will include classroom activities, up-close encounters with our animal ambassadors, and a guided walk, but this will vary depending on the chosen badge requirements. PLEASE NOTE THAT WE DO NOT PROVIDE THE PHYSICAL BADGES. Badges are the responsibility of the troop to order.

When are Scout Programs offered? Our Scout programs can be scheduled any day except summers, Holiday weekends and special Zoo events.

How many chaperones are allowed? One registered Scout: 1 adult chaperone allowed

Are extra chaperones or other family members allowed? While we greatly appreciate the support of our Scout programs by additional adults and siblings, they are not permitted in the program. However, any additional adults or family members are welcome to come along to visit the Zoo and meet up with the Scouts afterwards. Additional adults and family members must enter through general admission gates and tour the Zoo grounds while the Scouts and the designated chaperones are working on their program requirements.

What is your minimum class size? 10 is our minimum class size.

When is the payment due? A \$100.00 deposit is due up reservation. The balance is due 2 weeks before the date of the clinic.

Can we arrive before the program start time or stay after our program? Afternoon program participants may arrive prior to the program start time, but we must be notified in advance to arrange for check-in. Only paid participants and the designated allowed amount of chaperones are permitted in the program. If any other family members or siblings come along, they must enter the Zoo through the regular admission gates and tour Zoo grounds while the scouts and designated chaperones are working on their requirements. Program participants are also welcome to stay on grounds after the program ends up through Zoo operating hours that day.

What is your refund policy? A refund of 80% can be given if the Zoo is notified of the cancellation two weeks before the scheduled program. There are no refunds given with less than a two-week notice of cancellation.

What if we need to reschedule? Any program can be rescheduled up to two weeks before the scheduled program time. There will be a 20% processing fee assessed if rescheduling with less than a two week notice.

What is your policy on inclement weather? Our programs are held rain or shine. Please come prepared for the weather. In the event of lightning the outside portion of the program may be rearranged within the program time or inside activities will be substituted