



Field Trips and Programs

Frequently Asked Questions



Email: Education@DallasZoo.com

Phone: 469-554-7300

Fax: 469-554-7382

What is the address of the Dallas Zoo?

The Dallas Zoo is located at 650 South R.L. Thornton Freeway, Dallas, TX 75203

www.DallasZoo.com

What is the address of the Children's Aquarium at Fair Park?

The Aquarium is located at 1462 First Avenue, Dallas, TX 75210, Enter Gate 6/MLK. Please note that payments should be mailed to the Dallas Zoo address, attention to the Education Department.

www.ChildrensAquariumatFairPark.com

What are the Zoo and Aquarium's hours of operation?

The Dallas Zoo is open 9 AM-4 PM (October thru February) and 9 AM- 5 PM (March thru September). The Zoo is closed on Christmas Day. The Children's Aquarium at Fair Park is open 9 AM- 4:30 PM all year but closed on Thanksgiving Day and Christmas Day.

What groups are eligible for the education admission rate?

Eligible groups include: preschools, state licensed daycares, public or private schools, homeschool groups, scouts, shelters, City of Dallas recreation centers, YMCA, Boys & Girls Clubs, and organized college classes (where a teacher is bringing the students for a class project).

What groups are NOT eligible for the education admission rate?

Ineligible non-education groups include daycamps, churches, corporations, senior citizens, Mother's Day out, family groups, birthdays, travel companies, non City of Dallas recreation centers, non-profits, college trips (not led by teacher), etc.

How much is the education rate for eligible groups?

	<u>ZOO</u>	<u>AQUARIUM</u>
Students	\$6	\$4
Adults (includes teachers)	\$6	\$4
Free Chaperone	1:10 ratio	1:10 ratio
Gov't-plated Bus Parking	Free	Free
All other vehicle Parking	Posted Rate	Free for vehicles except during State Fair/events

How do I make an education reservation?

Fill out our [Zoo Online Registration Form](#) or [Aquarium Online Reservation Form](#). Reservations must be made two weeks in advance. Please note that unless you receive a confirmation email from the Dallas Zoo and Children's Aquarium at Fair Park, you do not have a reservation. Reservations cannot be made for the Aquarium during the State Fair of Texas.

How do I make an update to my reservation?

Contact the Education Department at education@dallaszoo.com

The Dallas Zoo and Children's Aquarium at Fair Park reserves the right to change these policies without notice.

When do I need to pay? What types of payment do you accept?

Payment for Zoo admission is due upon arrival. **DO NOT SEND PAYMENT FOR ADMISSION AHEAD OF TIME.** Credit cards, cash, or institutional checks are accepted at the ticket gate. We do not accept POs. Final head counts for admission will be made at the ticket gate on the day of your field trip. Admission will be charged for the number of students and adults present with you at that time. Classroom and Guided Tour Programs must be in full paid at least one (1) week in advance to avoid cancellation. We accept institution checks and credit cards (Visa, Mastercard, American Express, and Discover). Please make checks payable to the “Dallas Zoo”.

What if I have Learning Partners funding?

Your Learning Partners voucher is **NOT** a field trip reservation form. You will need to submit the Learning Partners: Self-Guided Field Trip online reservation form at least two (2) weeks in advance. Please note that unless you receive a confirmation email from the Dallas Zoo and Children’s Aquarium at Fair Park, you do not have a reservation. If you are receiving ArtsPartners funding, your voucher, approval code, and amount approved **MUST BE INCLUDED** on your education reservation form. This information will be on the memo section of your confirmation letter. ArtsPartners funding cannot be applied retroactively to reservations. If ArtsPartners is not covering the entirety of your reservation cost, be prepared to pay your remaining balance before or on the day of your visit.

Are there other types of entertainment for students to do?

Yes. There are a variety of walk-up entertainment activities for students. Please note that these are cash only activities. Animal feedings are determined by the appropriate staff on a daily basis and may not be available at all times. We do not make reservations for any of the following:

- Giraffe Feeding \$5/feeding (ZOO)
- Carousel \$2/person (ZOO)
- Bird’s Landing Food \$1/seed stick or food cup (ZOO)
- Safari Express Mini Train \$2/person (ZOO)
- Stingray Food Cup \$2/each (AQUARIUM)
- Monorail \$5/person (ZOO)

Do we have to pay for parking?

At the Zoo, government-plated school buses park for free. All other vehicles must pay the posted parking fee. NOTE: On busy days, the Dallas Zoo operates two separate parking lots and entrances. We make every attempt to keep buses and chaperone vehicles together, but in the event your group should become separated, please make sure you exchange contact information between your lead teacher and chaperones prior to arriving at the Zoo.

Aquarium parking is free for all vehicles except during special events held at Fair Park. The Dallas Zoo and Children’s Aquarium at Fair Park is not responsible for notifying groups regarding parking fees imposed by the City of Dallas during special events, including the State Fair of Texas.

What does the teacher need to bring on the day of the visit?

The lead teacher will need the confirmation letter, payment (if not pre-paid), and an exact count of students, paid adults, and free adults. Teachers count as adults. Failing to present a confirmation letter may result in a delay entering the facility.

What do I need to tell my additional adult chaperones?

Chaperones coming in their own vehicles will park themselves in the main parking lot. Ask them to meet you at the front entrance of the Zoo to enter with your group, or the main lobby of the Aquarium. If they are buying their *The Dallas Zoo and Children’s Aquarium at Fair Park reserves the right to change these policies without notice.*

own ticket they will receive the discounted field trip price, but they must tell the ticket booth staff which school they are with. We recommend that you designate a lead chaperone that other parents and chaperones can contact to meet up with your group if they are late.

I have special needs student that may require accommodations, what do I need to do?

Regular field trip prices apply to admission tickets, however any chaperones required for special needs students are free. If you are in need of a private space, please locate Guest Services marked on your map, we have a private room available. If you need to rent a wheelchair or electric scooter, they are available for hire from Guest Services.

Can we bring our lunch? Where can we eat?

- **Zoo:** Yes, groups can bring their lunches to the Zoo and eat in any of our outdoor picnic areas including Cat Green, Picnic Ridge, and the Flamingo Deck. We do not have lunch storage on grounds. Plan to carry your lunches with you. We advise groups to hand out lunches at the bus or bring wheeled coolers/carts to transport them. If you leave the Zoo to get lunches on the bus, you will need to show your receipt/admission ticket to re-enter the Zoo.
- **Aquarium:** There are no lunch facilities at the Aquarium or in Fair Park. Groups are welcome to find a shady area outside to sit and eat lunch. Please plan accordingly.

Can we buy lunch at the Zoo or Aquarium?

- **Zoo:** Yes, groups visiting the Dallas Zoo can pre-purchase Animeals through our catering department, please fill out the [Animeal Request Form](#) or contact Group Sales at (469) 554-7470. Food and drinks can also be purchased at the Prime Meridian Café in ZooNorth or the Serengeti Grill in the Giants of Savanna.
- **Aquarium:** There are no lunch facilities at the Aquarium. Groups need to bring lunch or make arrangements to have lunch outside of Fair Park.

What is the cancellation and rescheduling policy?

We are open rain or shine. Due to weather conditions, some animals may not be on exhibit. Your reservation may be rescheduled once without penalty. Reschedule dates must be at least two (2) weeks in advance. Additional reschedules will be charged \$25 per instance, except when rescheduling due to closure of Dallas ISD schools for severe weather.

Classroom or Guided Tour Program cancellations must be received at least one (1) week prior to the date of your visit. Program rescheduling is dependent on staffing availability and cannot be guaranteed. Refunds will not be issued for program cancellations made within one week of the scheduled date, or for no-show groups. Schools using ArtsPartners funding will be invoiced for the total reservation cost if you fail to show for your field trip or cancel within one week of the scheduled date. If cancelling or rescheduling, please inform the Education Office at Education@DallasZoo.com or by calling (469) 554-7300.

What is the refund policy?

Refunds will not be issued for any amount under \$20, for program cancellations made within one (1) week of the scheduled date, or for no-show groups. In the event you bring a check on the day of your visit, then your check will be processed and you will be issued a refund check if over \$20. This refund will be mailed to your school. The refund is processed by Guest Services and the teacher will be asked to complete a refund request by the cashier. Please allow 4-6 weeks for processing.

Do you offer scholarships for field trips?

Unfortunately, we do not have any scholarships available at this time.

The Dallas Zoo and Children's Aquarium at Fair Park reserves the right to change these policies without notice.