Wristbands and Payment Information

All groups visiting the Zoo must pre-register and pre-pay to receive a discounted Group Rate. Groups will be individually ticketed with wristbands and payment is due two weeks prior to their trip date.

Explanation of Payment Options:

- **CREDIT CARD TO HOLD (Best Option!):** If you are unsure of your exact numbers, or you are having trouble meeting the two-week deadline, you may take advantage of our "credit card to hold" option. After providing our office with credit card information, wristbands will be mailed. The card will not be charged, and you will be able to return unused bands to the Reservations Office. If your visit is scheduled for a weekday, you can stop in the Reservations Office that day to return any unused wristbands. If visiting on a weekend or holiday, when the office is closed, you can hold on to the extras and contact the Reservations Office on the next business day. These will be taken off your bill, and you may either pay by check or credit card for only those wristbands used**. It is best to overestimate the number of wristbands you think you will need, as extra bands can be returned without penalty**. Once your ticket order has been processed, you cannot order additional bands. Any student or chaperone without a wristband will not be permitted to enter through the Group Gate, and will have to pay the higher regular rate at the admission gate. (Prices are subject to change.)
- **CHECK:** If paying by check, your check MUST BE RECEIVED by the due date (2 weeks before your trip date). Refunds will not be issued for absent students or chaperones. Zoo wristbands will be good until the Labor Day 2010.

Parking:
Parking is FREE for cars and buses.

Late Payment:
If payment or payment arrangement is made less than two weeks prior to the trip, you can choose to pay in person at the Reservations Office by appointment or pay a fee of $20 to have the wristbands overnighted. If we receive your payment after the due date, we will need to overnight your tickets to you. In the event this should occur, there will be a $20 overnight fee assessed.

Cancellation Policy:
If your school or facility is closed for any reason, your educational program can be rescheduled based upon availability and self-guided groups can reschedule for any day with notice.