

# Night Safari

## Participant Information

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Thank you for your interest in our Night Safari program! Below is some important information to make sure you have the best experience possible. Please read it over and let us know if you have any questions by contacting us at [zkcommunity@zooknoxville.org](mailto:zkcommunity@zooknoxville.org) or (865) 637-5331 ext 1361.

### What should I bring to my Night Safari?

- Comfortable walking shoes
- Rain gear and warm layers as needed (We are outside rain or shine, so please prepare for the weather accordingly)
- Water Bottle (all drinking fountains are currently closed due to COVID-19)
- Camera (it may be possible to take pictures, but we request no flash photography)
- Facemask (Please See COVID-19 policy information below)

### Are there any special rules for bringing young children?

- There is no age limit for Night Safari programs, but they must be able to travel at the same rate as the rest of the group. This can be accomplished by walking on their own, being carried, or being pushed in a stroller.
  - If you choose to bring a stroller with you, it must remain with you throughout your trip. Staff are not able to assist in pushing strollers.
- Due to the mobile nature of the program, opportunities for bathroom breaks or access to diaper changing areas will be minimal.
- Adult participants are responsible for any children they bring to the zoo at all times.

### Where do we go when we arrive at the zoo?

- Participants can park their vehicles in the parking lot near the main entrance. Once you arrive for your program, an instructor will meet the group at the main entrance approximately ten minutes prior to your program. If you arrive early, please wait near the ticket window.
- Due to the nature of the program, we cannot allow late participants into the zoo. Please ensure your entire group arrives prior to the start of the program.

### Will I see the entire zoo?

- Night Safaris focus on seeing animals that are either crepuscular (active at dusk) or nocturnal (active at night), so we focus on areas that contain many of those animals. This means you will likely not see the entire zoo.
- Depending on the weather, group, other events, and animals, the specific route through the zoo will vary.

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### Will there be access to the gift shop or concessions?

- Since the program takes place after operating hours, gift shops, concessions, and animal experiences will not be accessible during the program.
- You may bring snacks and non-alcoholic beverages into the zoo for the program.
  - No glass containers or straws are permitted
  - All trash and recycling must be disposed of properly
  - Feeding the animals is prohibited

### How far will we be walking?

- You will be walking approximately 1-2 miles. This includes travelling uphill, downhill, on uneven surfaces, and in low light locations.
- Wheelchairs may be available to rent if pre-arranged. For more information, please contact us at least two weeks in advance.

### Am I allowed to explore the zoo on my own?

- Participants are required to stay with the group at all times. You are not allowed to explore the zoo alone, wait in a classroom, or wait in the Ranger Station.

### Is smoking allowed during the program?

- Participants will not have access to designated smoking areas and will not be able to smoke during the program.

### What kinds of animals will we see?

- After regular business hours most of our animals have the choice whether to be outside or inside their private exhibit areas. This means that we cannot predict or guarantee which animals you will see on a given night. Every safari is a new adventure!
- It is also common to hear animals vocalizing during Night Safaris, due to the decreased noise at night. Keep your voice at a respectful volume, and you just might hear something roar!

### What are your payment and refund policies?

- Full payment is required in advance of the program. Unregistered and/or unpaid participants will not be allowed to attend the program, and we cannot accept payment at the door.
- Program cancellations less than two weeks in advance will be charged 50% of the total program cost. We do not offer refunds for unused portions of a reservation if a participant misses or is late for the program.
- Refunds are not offered for weather unless the program is cancelled by Zoo Knoxville.

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### What are your policies related to COVID-19?

- All participants are asked to screen themselves for symptoms of COVID-19 prior to their arrival at the program. If you have symptoms, please contact us as soon as possible.
- Participants will also be screened by Zoo Knoxville staff once they arrive.
- All participants are required to bring a facemask or face covering for their program.
  - Current City of Knoxville policy requires face masks or face coverings to be worn inside all city-owned buildings, which includes all buildings at Zoo Knoxville. Since we may visit indoor exhibits and restroom facilities, participants age 12 and older will be required to have a mask unless they have an exception listed in Mayor Kincannon's Executive Order (see below).
  - All participants will be required to show their mask before entering the zoo.
  - You can find more information and the listed exceptions on the [City of Knoxville](#) website.
- All participants will be asked to maintain social distancing of at least six feet from people outside of their family group (family group is defined as those family who reside in your household, or those that you drove to the program with).
- Waivers are required for all participants in order to attend an education program at Zoo Knoxville, including adults. Waivers will be sent to you after registration.

*Thank you for being part of the Night Safari program at Zoo Knoxville. We look forward to sharing a fun filled evening at the Zoo!*