

ZOO SNOOZE FAQs

How many people can I bring to my snooze?

There is a **maximum of 33 people** at a Zoo Snooze event including free chaperones. If you wish to bring more than 33 total people to your Zoo Snooze, you must have written approval from the Education Department 30 days prior to your snooze. **Final numbers are due 15 days prior to your snooze with your participant list.**

What are the age limits for Zoo Snooze participants?

All participants must be at least 6 years old to enter the Zoo when the Zoo Snooze begins at 7 p.m.

Do chaperones attend free?

Groups receive 2 free chaperones with 15 paying participants OR 3 free chaperones with 30 paying participants. Additional chaperones must pay regular Snooze participant fee.

What if I need to change my Snooze date or cancel?

- Cancellations made **prior to one (1) week** before the event will forfeit the \$200 deposit.
- Cancellations made **within one (1) week** of the event will forfeit 50% of the program cost.
- Cancellations made **the day of** the program and **no-shows** will not receive a refund.
- Rescheduling your program date **more than once** will incur a \$20 processing fee for each time the program is rescheduled.
- It is Education policy that we do not give refunds to individuals who cannot attend their group's Snooze. The Snooze Group Leader should call the Education Department at 901.333.6600 should he or she choose to send another individual instead. This must be done at least **24 hours prior to the Snooze!**

What if it is raining or other weather issues?

The snooze will continue in rain and showers. Dress appropriately. The Zoo reserves the right to reschedule your program due to severe or threatening weather. If Memphis City Schools are closed, we will not be providing programs –your date will be rescheduled.

What if we are late to the Zoo Snooze?

If your group should arrive late for your Zoo Snooze, the evening agenda will be affected. We will try to cover as much of the program material as possible within the program time limits.

What will we do at the Zoo Snooze?

All Snoozes include animal visits in the classroom, two guided Zoo tours (one in the evening and one in the morning), and activities to go with the theme of your Snooze. The Zoo reserves the right to amend the evening's itinerary, due to special events in the Zoo, inclement weather, and other unforeseen time constraints. Please see the Sample Itinerary for more details.