

Q. When do I get the link to participate in the online program?

You will receive a link to join the presentation following registration and receipt of payment.

Q. What platform is used for online programs?

Seneca Park Zoo Society hosts online programs through Zoom. If you would like to run a test to make sure you can connect prior to the program, visit <https://zoom.us/test>.

Q. Will I be visible to other participants during the program?

During their introduction, the host will confirm the video, microphone, and chat settings for the presentation. In most cases, programs are presented so that only Zoo staff is on camera with a live microphone, which means presenters cannot see or hear you.

Q. What if I need to cancel my program or online program registration?

Registration fees for online programs are non-refundable, but we can transfer your registration or reschedule your program.

Q. What is the Zoo's online privacy policy?

Seneca Park Zoo does not collect any personally identifiable information during our online programs. Personal information, such as names and email addresses, that are obtained during the registration process are used to send the program link and feedback survey but are not associated with any individual participant.

Programs are not recorded, and the Zoo does not record any identifiable information, such as usernames during presentations. If video capabilities are enabled during a program, Seneca Park Zoo does not require you to activate your camera.

If polls are included as part of the program, we may document collective responses, as part of our program evaluation process, but this data is not identifiable to a specific participant.

If you have any additional questions, please contact [education@senecazoo.org](mailto:education@senecazoo.org).