

Seneca Park Zoo KinderZoo FAQs

This document outlines general guidelines the Education Department is following to protect the health and safety of our program participants, staff, and animals. As things may change, we will communicate any modifications to participants.

What can I expect from a KinderZoo class?

KinderZoo will be held in the large classroom within the Conservation Learning Center. Each KinderZoo participant and their grown-up will have a designated space and craft kit. The room layout and class structure are designed to provide proper distancing between groups, and because maintaining distance may be difficult for young participants, we will include wiggle breaks and opportunities where everyone can safely move around.

How is the Zoo managing group sizes to allow for social distancing?

We have reduced program capacities to allow for proper distancing in classrooms.

Are masks required?

With the expiration of the mask mandate in schools, we are similarly removing the requirement for program participants to wear face coverings to be effective March 7, 2022. While face coverings are no longer required, they are optional, and anyone choosing to wear a mask is welcome to do so.

How is cleanliness maintained?

Classrooms and commonly touched surfaces are cleaned and disinfected before and after each program. Programs are designed with activities that avoid shared resources, and materials are cleaned in between programs. Frequent hand washing is also encouraged for participants and staff.

Will there be health screenings?

The health and safety of our guests, staff, and animals is our top priority

Program participants should not come to the Zoo if feeling unwell or experiencing symptoms of Covid-19 (fever, sore throat, chills, cough, shortness of breath, body aches, new loss of taste or smell, severe fatigue, loss of appetite, diarrhea). If someone has come into contact with a person who has tested positive or was exposed to an individual who tested positive, they should not come to the Zoo.

What if I'm unable to attend a program I registered for?

We realize that individuals may not be able to attend a program as anticipated due to unforeseen circumstances (e.g. sick, need to quarantine), so we are flexible. If you are not able to attend a program that you registered for, please let us know as soon as possible, and we can discuss the options.

New Cancellation Policy:

If the Zoo needs to cancel a program, confirmed registrants will be sent an email notifying them of the cancellation and providing them with these options:

- rescheduling to another date
- receiving a refund of registration fees
- converting registration fees into a tax-deductible contribution

Registrants will have ten business days to make a decision and notify the Zoo. If we have not received an answer after ten business days from our initial contact, the registration fee will be converted to a donation, and the registrant will receive a letter confirming the tax-deductible contribution.

Additional questions?

Please contact us at education@senecazoo.org