

## Seneca Park Zoo Education Program FAQs

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

While registration fees are non-refundable and non-transferable, we realize that individuals may not be able to attend a program as anticipated due to unforeseen circumstances. If you are not able to attend a program that you registered for, please let the Education Department know as soon as possible. We need notification within 2 weeks of the program or its first day in order to take any potential action.

*What if there is inclement weather on the day of my program?*

Our programs are held rain or shine, so participants should arrive prepared for the weather conditions. Programs may, however, be cancelled in cases of severe weather or dangerous road conditions.

*What happens if the Zoo needs to cancel a program?*

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.

### KinderZoo

*Do I need to register both the child and adult for a KinderZoo class?*

You need to register each child who will attend a KinderZoo class, but registration includes one adult with each registered child. Registration covers the class fee but not entry into the Zoo. Zoo Members may check in using their membership while non-members will need to pay admissions in addition to the class fee. Admissions tickets can be purchased at the front gate or reserved in advance.

*Can more than one adult attend KinderZoo with a child?*

KinderZoo registration includes one adult per child, and to allow adequate space for all participants, we are unable to accommodate additional adults.

## Scout Workshops

*What if we have fewer scouts than the included ten participating?*

The program price is the minimum cost and includes up to ten scouts. If there are fewer scouts attending, there is no discount. However, if you have fewer than ten scouts but more than two adults, an additional adult can be substituted for a scout.

*What is the maximum number of participants that you can handle?*

The maximum number of participants will depend upon the available program space, but we do have the ability to rotate activities to help accommodate larger groups. After you submit your request form, we will let you know if we need to make special arrangements.

*Why is there a program listed with an available date on the website?*

If there is a program listed along with a date on our website, this indicates that we are already running this program with one group but have the availability to schedule a second group for this program. Your group would rotate through activities independent from the other group.

*If I'm a Zoo member, can I get a discount on scout workshops?*

No, we do not offer member or other discounts on our scout workshops.

*Can siblings attend scout workshops?*

Each scout workshop is designed specifically for scouts to help them meet badge requirements, and we do not encourage participation of other siblings or children.

*Can we have people arrive separately and join our group for the program?*

Scout workshop participants need to be counted with and paid for with the group. We are unable to accommodate individuals who enter separately. If the number of participants exceeds the amount paid at registration, an educator will take payment during the program.

*Can I request a merit badge workshop?*

Yes, but we do require at least three weeks notice. If you would like to request a merit badge workshop, send us an email at [education@senecazoo.org](mailto:education@senecazoo.org) and let us know the merit badge workshop you are interested in with suggested dates.

## Trek in the Twilight & Bunk with Beasts

*If I'm a Zoo member, can I get a discount on Trek in the Twilight or Bunk with Beasts programs?*

No, we do not offer member or other discounts on our group programs, including Trek in the Twilight and Bunk with Beasts.

*Can participants arrive later or leave early from Trek in the Twilight or Bunk with Beasts programs?*

Because guests need to be with staff and staff are leading activities, we are not able to accommodate late arrivals or early departures for afterhours programs, including Trek in the Twilight and Bunk with Beasts.

## Additional questions?

If you weren't able to find an answer here, you can contact us at [education@senecazoo.org](mailto:education@senecazoo.org). Due to the volume of requests and inquiries received, please allow up to five business days for a response.