

Seneca Park Zoo Education Program FAQs

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

Registration fees are non-refundable and non-transferable; however, if you know you'll be unable to attend a program that you registered for, we would appreciate if you let us know in advance.

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 contribution, which may be tax-deductible as allowed by law.

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, making sure that each child is within the class's listed ages. Each KinderZoo registration includes one adult with the registered child and 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. Admission tickets can be purchased at the front gate or reserved in advance on our website.

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 than ten scouts 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 allowed?

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 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 and let us know the merit badge workshop you are interested in with suggested dates.

Trek in the Twilight

If I'm a Zoo member, can I get a discount on Trek in the Twilight?

Seneca Park Zoo Members get a discount on Family Trek in the Twilight registrations. We do not, however, offer member discounts on our group programs, which includes the Group Trek in the Twilight program.

Can participants arrive later or leave early from Trek in the Twilight?

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.

Additional questions?

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