

FREQUENTLY ASKED QUESTIONS

1. **Where will we sleep?**

Sleep areas for Snoozes will be in the indoor Nature's Neighborhood exhibit space or a classroom space. Sleep areas for the Safari Overnights will be in our covered Hippoquarium. Both sleeping areas may be on hard ground such as wood or concrete. You may bring air mattresses or cots.

All sleeping locations are close to animal exhibits. You could experience animal sounds, smells, and an increased presence of flies or insects throughout the night.

2. **My child has some special health circumstances. Should I allow him/her to go?**

Please send detailed information on his/her health form and be sure the group leader is aware of and able to address your child's needs. If your child needs to take medicine, you will need to plan for a leader or other adult chaperone to administer his/her meds. The Guides are not permitted to administer any medications.

If your child has allergies, you may send along special foods. Please inform us before your program and also let the staff know the day of the program what allergies we need to be aware of. Please ask for a list of ingredients for all foods being served throughout the program.

3. **Are overnights ever cancelled due to weather?**

Zoo Snoozes run year round, rain or shine. Each season offers a different perspective on Zoo life. Most of our exhibits offer indoor exploration, even on cold and rainy days. Unless the weather is considered to be dangerous and the Zoo has closed, your overnight will run. If a Level 3 snow emergency or similar emergency travel restriction is in effect for the Zoo (Lucas County), we will contact you and arrange an alternate date or refund all of your money. If Lucas County does not have a snow emergency, but you have a travel restriction in your county or counties you have to travel through other than Lucas County, we will first try to reschedule, but if this is not possible we will refund all of your money but the deposit. In this case it is the responsibility of the group leader or a designated contact person to notify the Zoo as soon as he/she is aware of such conditions. Refer to the emergency numbers for notification, especially after regular Zoo hours.

4. **What happens if we get lost or stuck in traffic and are late?**

Please plan generously with your time in case of traffic back-ups or emergency stops. If, despite this precaution, you realize you will be later than the meeting time, contact the Guides via Security phones.

5. **How will we get our things from the car to the sleeping area?**

You will be carrying it, so pack light! Backpacks are great for a few items of clothing and toiletries, leaving both hands free to carry sleeping bags. It may be fair amount of walking, so plan accordingly. You are more than welcome to bring wagons as the Zoo does not provide wagons.

6. **Are there wheelchairs available?**

Participants who normally use wheelchairs should bring them along. If a person has a short-term mobility problem due to injury or illness, contact us to reserve the use of a wheel chair or electric scooter. There is a \$25 rental fee for an electric scooter and must be arranged 24 hours prior to your event.

7. **Is the Zoo secured at night?**

Yes, participants will be with adults and Zoo staff at all times. If you need to leave early from an overnight, please contact us ahead of time and inform that staff upon arrival.