



## OVERNIGHT AT THE FRESNO CHAFFEE ZOO

### FREQUENTLY ASKED QUESTIONS

#### How does an overnight work?

Your group will arrive on the Friday between 4:30 PM-5:30 PM, set up your tent sites. Your group will then enjoy dinner and your group will have time to create their zoo craft and attend zoo talk. Later your group is invited to enjoy a late night snack and prepare for a staff guided night tour of the zoo. After your tour, your group will prepare for lights out at 10:00 PM.

#### How do you handle security at this event?

The Fresno Chaffee Zoo has security on premises 24 hours a day. We always have our Fresno Chaffee Zoo staff onsite during your event. Your vehicles will be parked in a locked parking lot. We secure the gates at 6:30 PM the evening of your arrival and we do not unlock them until 6:30 AM on your departure day. The gates to Roeding Park are locked at 9:00 PM and opened at 6:00 AM.

#### What animals will we see during our night tour?

Our night tours are exclusive to the Overnight, our staff will take your group on look at the zoo at night by flashlight. The animals we see are not guaranteed, as our animals are given the choice to be out on exhibit. Every zoo visit is unique and every Overnight night tour is unique.

#### What are your minimum group size and maximum?

We require a minimum of 30 campers and we can have a maximum of 100 campers at our Overnight. Our Education Grove space can fit 50 tents (10' x 10').

## How do you accommodate my camper with special needs?

The Fresno Chaffee Zoo strives to create a place of inclusion and create accessible events for all guests. Our Education team is happy to meet with you to discuss how we can meet the needs of your campers and how we can best customize your event.

## Can you accommodate our Girl Scout or Scouting group?

We would be happy to! We can customize your camp space to your needs (Safety Activity Checkpoints or Guide to Safe Scouting requirements). We are happy to have Education team member meet with you to customize your event to your groups needs. We have a special patch just for our Scout groups.

## Can we bring in our own food and drinks?

Your overnight includes evening snack, and breakfast, there is an optional dinner for purchase. Your group must make the dinner order two weeks before your overnight. We also provide filtered water for your event. You may choose to bring in additional food and drinks within our policies (no alcohol and no glass containers). We invite you to meet with our Education team to ensure that we can meet your dietary needs?

## Is there free time during our Overnight?

The itinerary is customizable to your group. We do have a set time for dinner, breakfast and gates to be locked. We can work with your group to add in free time as desired, please keep in mind that this free time will need to be in the Education Grove.

## What to expect on Saturday morning?

After a restful sleep in the Education Grove, you will be able to enjoy hot coffee inside our Education Building kitchen as early as 6:30am. Your group will be able to pack up your camp materials and store them in your vehicles. Our breakfast service begins at 7:30am and can be enjoyed in our classroom or in your tent. All participants will need to be ready to leave on their Behind the Scenes tour by 8:15am. Your groups may need to split into smaller groups for the Behind the Scenes tour.

## What to expect from the Behind the Scenes tour?

On our Behind the Scenes tours, your group will get an exclusive look at 2-3 spaces usually only open to Fresno Chaffee Zoo staff. You will meet animal care staff, get a chance to ask questions, and see how we care for our animals. Due to these tours taking place in real working zoo spaces we ask that everyone adhere to our behind the scenes guidelines.

- Everyone in your group needs to be ready to depart on tour by 8:15am. We won't have much time for bathroom breaks, so please make sure your group uses the restroom in Education Grove. All belongings should be in vehicles by 8:15am.
- Closed toe shoes must be worn by all participants.
- No food or drinks while on tour. Water bottles that can be sealed only please.
- Chaperone to child ratio is still in effect during tour. 1 adult chaperone for every 10 children minimum.
- Group sizes must be 25 participants or smaller. Our tour leaders will need your groups to be in evenly sized, smaller groups if you have more than 25 participants.
- Some Behind the Scene spaces have an age restriction to them, our tour leaders will not be able to take anyone younger than 5 in some spaces.
- Your group will need to stay together for the duration of the tour, no one should depart the group without permission from the tour leader. If you have a participant that leaves the group, the tour will proceed without them and we will not be able to return to those spaces later.

## Are there restrooms available at all times?

Your group will have access to restrooms in our classrooms in the grove for the duration of your event. Your group can use the restrooms in the Education Building on Friday until 10pm and from 6:30am on Saturday. These restrooms are shared with our Fresno Chaffee Zoo Staff and will be unavailable overnight.

**Do I have to pay for parking?**

Yes, you and your group must pay for parking on Friday and Saturday. You will pay when you arrive on Friday and on Saturday morning.

**How do I pay for parking at Roeding Park?**

The City of Fresno has added pay stations throughout Roeding Park to pay for parking. There are 11 kiosks throughout the park. These kiosks accept exact cash (parking is \$5) or card (with a \$0.40 convenience fee). You can also pay via the ParkMobile App which is available on the App Store and Google Play. Roeding Park annual parking pass holders have been grandfathered into the City's updated parking system.

**Is there a designated place for a person that needs to pump breastmilk?**

Yes, please ask our Education staff when you arrive to show you where this is located and how to best access it.

**One of my group members has food allergies, can you accommodate their needs?**

Yes, reach out to Education Staff two weeks or more before your overnight so we can make the adjustments to the snack and breakfast menus.

**Do we have to bring our own tents? Do we have to set up our own tents? Where can we set up our tents?**

We do not provide any tents, sleeping bags or other camping equipment. Your group will need to be able to set up their own tents. Your group will have full run to the Education Grove with exception of one area reserved for emergency access. You can set up your tents with or without a tarp underneath and you can have staked tents.

**I have a member of my group that needs to leave early due to a scheduling conflict, how can you accommodate this?**

Please work with our Education Staff before your overnight, this may be possible but it will need to be coordinated well before your event. Please keep in mind that Roeding Park is locked by the City of Fresno at 9:00pm and unlocked at 6:00am.