



****Please distribute to all teachers booking field trips to the Columbus Zoo and Aquarium****

Dear Educator,

On behalf of the Columbus Zoo and Aquarium, I want to thank you for visiting with your school group. We appreciate your cooperation with the updates made to our Field Trip program last year to improve efficiency. We wanted to continue the communication with additional updates and reminders for the 2024/2025 school year.

First, we are requiring that all groups schedule through the Zoo’s website, <https://www.columbuszoo.org/school-trips>. Through the site, you will have the ability to indicate the number of students/chaperones, reserve a shelter, depending on availability, and indicate whether the group will be eating at one of our food stands. Additionally, you must pre-pay for the trip using a credit card or provide a purchase order number which will be used to bill your school after your visit. By using this site, school personnel will be able to immediately print out barcode(s) or scan the barcodes from their phone for easy entry into the Zoo! Payment at the Zoo Front Gate will not be permitted. School Group rates (listed below) will only be available using the link provided.

When utilizing our reservation system please keep the following information in mind:

- If you are paying with a Purchase Order, you must have this generated through your Finance Department so you can input the correct Purchase Order number on your reservation for payment.
- Reservations can only be made 2 months in advance, but not within 48 hours of your scheduled trip.

The rates for the 2024/2025 academic year are as follows:

	Franklin County	Non-Franklin County
Student	\$6.00	\$8.00
Chaperone	\$6.00	\$8.00
Members	No Charge	No Charge
Parking	\$10 per vehicle; buses free	\$10 per vehicle; buses free
*Minimum of 15 guests required- payment for entire group must be made in advance		

We realize that on the day of your visit, there may be a different number of students and/or chaperone than the quantity paid for in advance. If fewer students and/or chaperones visit, the Zoo will issue a refund. This refund will be submitted through our Finance Department and will be issued within 5-6 business days. If additional



students/chaperons join, payment will be required before entering the Zoo at the full gate price. For this reason, we strongly recommend that you overestimate your numbers.

We have received feedback that for a Purchase Order to be generated, a formal quote is needed. Attached to this letter is a blank quote on the Zoo's letterhead that can be filled out by the contact reserving the trip and submitted to your school's Finance department. This can also be found on the School Trip portion of the website as well (www.columbuszoo.org/school-trips). No additional formal quote will be provided by the Columbus Zoo and Aquarium.

Finally, as of October 28, 2024, the zoo is now a cashless facility. We will be unable to accept any cash or checks at the admission gate for payment into the zoo. In addition, please have students plan accordingly. There are pre-paid debit card machines inside and outside the Zoo's entrance to convert cash to a card that can be utilized.

We have attached a FAQ sheet to address any other questions you may have.

If you have any questions or need assistance, you may email schools@columbuszoo.org.

We appreciate your continued partnership and look forward to hosting you in the future.

Kindest regards,

A handwritten signature in blue ink, appearing to read "Angel Mumma".

Angel Mumma
SVP of Finance
Columbus Zoo and Aquarium



Dear Educator,

This letter will serve as the formal quote needed to obtain a Purchase Order through your organization’s Finance Department. Please complete the table below to calculate your total. The Columbus Zoo and Aquarium will not provide any other quote. This form is not required for purchases made via Credit Card.

We hope this helps expedite your booking process so you can obtain a Purchase Order number to complete your purchase online.

The rates for the 2024/2025 academic year will be as follows:

- Franklin County: \$6 per student/ staff / chaperone
- Non-Franklin County: \$8 per student/ staff/ chaperone
- Columbus Zoo Members are free upon presentation of Membership

Admission Cost

_____	# Students	@ \$6.00 / \$8.00	= _____
_____	# Staff/ Chaperones	@ \$6.00 / \$8.00	= _____
_____	# Members	@ FREE	= _____

Add Ons

_____	# Shelters	@ \$50.00	= _____
_____	# Meal Vouchers	@ \$17.00	= _____
	Total		= _____

Please note, this document is for internal purposes only. All information must be accurate and included in your reservation at <https://www.columbuszoo.org/school-trips>. Reservations must be made at least 48 hours in advance to qualify for rates listed above.

Please do not hesitate to reach out to schools@columbuszoo.org with any questions that you may have.

Kindest regards,

Angel Mumma
SVP of Finance
Columbus Zoo and Aquarium



FAQ for School Groups

January 2025

What happens if I pay for a certain number of guests and fewer make the trip?

Upon arrival, a member of the Zoo team will greet your group and request a final count of those in attendance. The Zoo team member will provide the count to the finance department, who will issue a refund for those guests that paid but didn't attend. If the payment was made by credit card, the refund will be made to the same card. If a Purchase Order was used, the school will only be billed for the number of guests who came on the day of the visit.

What happens if I pay for a certain number of guests and more actually make the trip?

Upon arrival, a member of the Zoo team will greet your group and request a final count of those in attendance. If there are more in attendance than the number of guests paid for, payment will be required for the additional attendees prior to entering the Zoo. There will be no discounted price for these tickets. The zoo is now cashless, so payment would be required by credit card at the zoo ticket windows. Pre-paid debit card machines are available in the entry plaza for guests who need to convert cash to a pre-paid Mastercard in order to pay for entry.

Do guests that have membership have to pay?

No. Guests that have Columbus Zoo and Aquarium memberships may visit the Zoo at no cost. Schools/Organizations must provide a scanned copy of the membership card or the membership card barcode upon arrival. Guest spots can only be used if a named guest is coming on the trip. Additional child spots cannot be used.

Our students come with cash. How will this work with cashless procedures?

Pre-paid debit card machines are installed at several locations, allowing you to transform your cash into a pre-paid Mastercard that you can use anywhere in the Zoo...and anywhere in the world where Mastercard is accepted. There is no fee associated with this. Gift Cards can also be purchased online (<https://www.columbuszoo.org/giftcards>) prior to your visit. In-Advance gift card purchases will eliminate wait time converting cash to a pre-paid debit card during your field trip.

Will all students be required to go through security?

Yes, every guest must walk through the EVOLV Security System. The new system allows for streamlined entry to the Zoo with minimal disruption, reducing wait times and long lines that traditional metal detectors may cause. Unlike traditional metal detectors, EVOLV can screen individuals without requiring them to stop, remove items, or empty their pockets.

Can guests bring their own lunches, beverages, etc.?

Yes, the CZA allows all guests to bring in food from the outside. See bag/cooler policy below.

Does CZA have a bag and/or cooler policy?

Guests are welcome to bring bags no larger than 24" inches in length. Approved bags and coolers can be kept with guests or stored in several storage locations around the Zoo. Bags and coolers left unattended

outside of these areas will be confiscated. Outside food and drink are permitted at the Zoo, but glass containers, alcohol and straws are prohibited. Guests are also welcome to store oversized bags and coolers in the Picnic Shelter located just outside the Zoo entrance adjacent to the parking lot, or enjoy use of the Picnic Shelter, if reserved, and then store the bags and coolers in their personal vehicles. Pre-arranged groups, such as school groups or large private events, can request exceptions through their Zoo contact. When guests arrive at the Zoo's entrance with these pre-arranged exceptions, our staff will direct them to Security to have their items screened. This will require a little extra time, so we kindly ask that guests build that into their schedule. Assistance in getting bags and coolers transported into or around the zoo is not provided.

What happens if my school receives a Learning is Wild Scholarship for the field trip?

Upon being awarded a Learning is Wild Scholarship, the school will receive a unique promotional code that can be used when booking the fieldtrip.

Can I change the date of my fieldtrip?

Yes, schools may change the date of their fieldtrip by calling the Customer Contact Center. However, shelters may not be available. If one has already been paid for, a refund will be issued.