



Preparing for your field trip

Thank you for scheduling a field trip to Mill Mountain Zoo! Our field trips are not only a fun experience but can also be an important educational opportunity for your students. As a chaperone or lead teacher, you play an important role in making this a rich and exciting experience. We hope to make your role easier with the helpful tips and information below. Thanks again and remember to have FUN!

PARKING INFO

The parking lot that Mill Mountain Zoo shares with the Discovery Center and Mill Mountain Park has limited bus parking, and spaces are available on a first-come, first-serve basis. If the parking lot is full, the children can be unloaded and the buses can find additional parking on Reserve Avenue, adjacent to River's Edge Park and near Carilion Hospital. Reserve Avenue is only 3.4 miles from Mill Mountain Zoo. (Page 3)

MINDING YOUR ZOO MANNERS

Before the trip, please go over these guidelines with the students.

- Help us care for our animals. Please do not feed them or throw anything at them.
- Enjoy the beauty of the Zoo landscape, but do not climb trees, play in flower beds, or pick the flowers.
- As much as we all love animals, please do not bring your pets to the Zoo, and please do not leave them in your vehicle.
- The barricades and fences throughout the Zoo are there to protect you and our animals. Please stay on your side of the fence.
- We let the animals run around naked, but please keep yourself covered, including shirts and shoes.
- Please do not smoke or vape anywhere inside Zoo grounds.
- Glass containers, balls, bikes, inflatable objects (balloons, etc.), lids, roller blades, skates, skateboards, radios, and straws are not allowed on Zoo grounds.
- Your organization/school will be accountable for the behavior of your students.
- Teachers and/or group leaders are responsible for the supervision and discipline of all group members.

DURING THE TRIP, BE SURE TO:

- Review Zoo Manners above.
- Stay with your group. Students must always be chaperoned.
- Place all trash and garbage in containers.
- Please be on time, especially if you have an educational program or tour scheduled.

CHANGES AND CANCELLATIONS

- If your group size changes after you make your reservation, please let us know at least a day ahead of time.
- If you need to cancel your visit for any reason, please notify Zoo staff as soon as possible at 540-566-4088 OR email education@mmzoo.org.

PAYMENT METHODS

- Payment is required upon arrival.
- Payment must cover the full number of students, chaperones and teachers and any program fees in your reservation. **NO SAME DAY REFUNDS.**

Accepted forms of payment

- **Checks:** Organization/school checks made payable to the Mill Mountain Zoo.
- **Cash:** Large bills are appreciated. For groups with people paying individually, please collect and count money ahead of time.
- **Credit Cards:** Visa, MasterCard and Discover
- **Purchase Orders:** In special circumstances, we can accept purchases orders, but this form of payment must be okayed with Zoo staff at time of scheduling. Please bring a copy of the purchase order with a valid PO number on the day of the trip. This purchase order is required so we can properly bill your organization/school.

LUNCH OPTIONS

If you are planning on eating at the zoo, you must reserve the picnic pavilion at the time you schedule the visit. There are also additional picnicking areas in Mill Mountain Park. Groups that would like to eat in the park or at one of the many local restaurants in downtown Roanoke are allowed to leave Zoo grounds to eat and then return to the Zoo.

- **Bag Lunches:** Feel free to bring bag or box lunches.

EDUCATIONAL PROGRAMMING

Any educational programs or guided tours need to be scheduled at the same time as the initial visit is scheduled. Multiple programs or tours may be scheduled on any given day. If you have scheduled programming of any kind, please be on time so that all groups can stay on schedule. **Self-Guided Activity Tours** can also be requested and emailed to the lead teacher before the field trip. These are SOL based and geared towards various grade levels. Younger students can work on these as a group with chaperones, and older students can work more independently.

GIFT STORE

Groups can visit the gift store, but we ask that you limit the number of students visiting to 10 at a time and that they are always chaperoned by at least one adult. To make check-out easier for your group and for the public that may be shopping as well, please assist children with making sure they have enough money for merchandise before bringing it up to the counter.

ZOO CHOO

Groups can ride the train for \$2 per person, but due to limited availability, groups must schedule a time. Times are assigned on a first come, first serve basis, and must be scheduled when reservation is made. Train rides are also subject to weather conditions and mechanical difficulties, so rides are not guaranteed.

Parking at Site



Offsite Parking

