

ZooMobile Policies & Procedures

Payment: Forms of payment include cash (large amounts of coin are not accepted), organizational check and major credit cards. Payment is due three weeks prior to the event date. The program will be cancelled if payment is not received by this date. Please be aware that the Houston Zoo charges a \$30 fee for all returned checks. For credit card payments please call Group Reservations at 713-533-6550

Please make checks payable to: Houston Zoo, Inc.

1513 Cambridge

Houston, TX 77030

Attention: Group Sales

Animal welfare: Our main concern is the welfare of our animals. We ask your support in several ways:

1. Zoo animals MUST NOT be within 200 feet of non-zoo animals or food of any kind.
2. Teachers must remain in the classroom to supervise their students during the presentation.
3. A parking space close to the presentation site and a table will be needed.
4. There must be an area around the animals where the public is NOT PERMITTED.
5. Outdoor programs will be presented only if weather conditions permit. Appropriate shade and shelter must be available. *Animals will not be available for outdoor programs where temperatures are 90° F or higher.*
6. A program can and will be stopped or cancelled if the animal's welfare is jeopardized in any way such as persistent disruptive behavior and noise whether the animals are in or out of their crates. In this instance, the ZooMobile will not be refunded.

Cancellations: Patrons who provide written notice of cancellation to group.reservations@houstonzoo.org on or before 3 weeks (21 days) prior to the program date will receive a full refund. No refund will be issued after this date. Program and date changes must be made at least 3 weeks (21 days) prior to the program date and are subject to availability and a \$25 rescheduling fee. The Houston Zoo reserves the right to cancel any program due to inclement weather or other unforeseen circumstances, in which case a full refund will be provided. Cancellations are official upon receipt of confirmation from the Houston Zoo.

Group Size: For CLASSES, maximum capacity is 35 participants, including teachers, aides and chaperones. If the classes have a combined 1-35 extra participants you will be charged for one additional program. If the classes have a combined 36-70 extra participants you will be charged for two additional programs, etc. Festival programs do not have a maximum number.