

PHILADELPHIA ZOO

3400 West Girard Avenue ■ Philadelphia, PA 19104-1196 ■ 215-243-1100 ■ philadelphiazoo.org

Field Trip Payment and Cancellation Policies

Payment Policies

- The Zoo accepts school district purchase orders, Visa, MasterCard, American Express, Discover, and business checks. Cash is accepted in person only. No personal checks.
- Students, teachers, chaperones, and their families who are members of the Zoo may use their **valid membership cards** (photo copies are not accepted) to gain admission with their group. Guest privileges may not be extended to classmates, students, or other teachers. The Zoo reserves the right to charge admission to anyone who misrepresents membership privileges.
- Wristbands will be mailed to you if full payment or purchase order is received at least two weeks prior to your scheduled visit. Wristbands for trips that retain a balance less than two weeks prior will be held at the box office until payment is complete. They may be picked up in advance or on the day of the trip.
- Reservations **not paid in advance** must be paid at the Zoo's Will Call window at the main Box Office on the day of your trip.
- If you must wait until the day of the trip to pay, please allow additional time for payment and printing of admission tickets. We highly recommend paying and receiving your wristbands in advance.
- Additional tickets for **\$17 per person** may be purchased for your group on the day of your trip and may be paid for at the main Box Office. Cash or credit card is accepted – no personal checks. Please allow for additional time at the beginning of your visit to process this transaction.

Cancellation Policies

- Payments for programs or field trips canceled before your scheduled trip will be forfeited or may be credited toward a trip scheduled within one calendar year of the original order.
- All tickets are non-refundable. Extra wristbands can be exchanged on the day of your trip for tickets. Ticket expiration dates are determined by the date of your trip.
- Please call the Group Sales office at 215-243-5235 at least 24 hours before your trip to notify us of any changes to your order. Changes in date are based on availability and may not always be accommodated. Admission fees are based on date of visit, not date of order placement.
- The Philadelphia Zoo does not guarantee admission to school groups without a reservation. Schools may be turned away if field trip dates are changed without prior approval from the Group Sales office.

For any additional questions about payment, registration, or cancellation, please contact Group Sales at 215-243-5235.