



215-243-1100
philadelphiazoo.org

Payment and Cancellations 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 a Purchase Order is received at least two weeks prior to your scheduled visit.
- Reservations **not paid in advance** must be paid at the Zoo's Group Sales Box Office on the day of your trip.
- Payment made on day of visit will be assessed a \$25 Administrative
 Fee. Save time and money by paying in advance. Be sure to allow additional time for payment and printing of admission tickets delays may be long, so please work with your principal or business office to pay prior to your trip.
- Additional tickets for \$15 per person may be purchased for your group on the day of your visit and may be paid for at the Group Sales Box Office. Cash or credit cards only, no personal checks accepted. Again, please expect some delays.

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.





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

- All tickets are non-refundable. Wristbands can be exchanged on your day of visit for tickets. Ticket expiration dates are printed on the back of each ticket and is determined by date of visit.
- Please call the Group Sales office at 215-243-5235 at least 24 hours before your trip to notify us of your change in plans. Changes in date are based on availability. Admission fees are based on date of visit, not date of registration.
- 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 additional questions about payment or registration please contact Group Sales at 215-243-5235.