

FIELD TRIP REGISTRATON

WELCOME

Thank you for choosing San Antonio Zoo for your field trip experience!

Field trips to San Antonio Zoo can inspire a student's love of nature for a lifetime and are a wonderful way to extend learning beyond the classroom!

We are excited to have your group in attendance. With more than 3000 animals to see, every step offers a chance to discover the wonders of wildlife at your own pace.

Please read through these materials thoroughly to familiarize yourself with our program policies and procedures. This manual contains all the information you need to ensure you are prepared for an exciting and educational adventure.

It is the responsibility of the person who registered (trip coordinator) to ensure ALL teachers and parents who will be participating have received this information.



**READY
TO
REGISTER?**

SCHOOL GROUP ELIGIBILITY REQUIREMENTS



- ★ Minimum 10 paid students
- ★ Arrive & enter together as one group
- ★ Qualifying educational institutions:
 - Public, private, religious school
 - College, university, trade school
 - Home school
 - Preschool, daycare
 - After or out-of-school program
 - YMCA/YWCA
 - Boys & Girls Club

Registration & payment must be submitted in advance of visit

STEP 1:

Ensure your group meets school group eligibility requirements

STEP 2:

Determine visit date (Monday - Friday)

Note: Fridays tend to be the most popular & busiest day for school groups

STEP 3:

Submit registration request online at least two weeks in advance

Registration Link:

sazoo.org/programs/fieldtrips/

REGISTRATION CONFIRMATION

After your registration request has been submitted online:

- A confirmation email with an initial \$0 invoice will be sent immediately. This is just confirmation that your request was submitted.
- After zoo staff processes and approves your registration, an updated invoice will be sent from 'support@active.com.' Please check your junk/spam folder.
- Once the school's payment has been received and processed, the trip coordinator will be emailed a link for parent/chaperones to pre-purchase discounted admission tickets.



SCHOOL GROUP PRICING

School Group pricing applies to all students, teachers, administrators, bus drivers, other school chaperones, and parent volunteers/chaperones.

Parent volunteers and siblings (3 yrs. old and up) not included in the group's registration and school payment can purchase tickets at the same discounted school group rate by purchasing it in advance using the chaperone ticket link that will be sent to the trip coordinator approximately one to two weeks prior to their scheduled visit.

ZOO MEMBERS may present their membership at the entry gate for admission to a Self-Guided Tour; however, a Zoo Membership does **NOT** cover any staff-led educational programs such as a Wild Walk or Zoo Connection Class.

PAYMENT IN ADVANCE IS REQUIRED TO RECEIVE THE DISCOUNTED SCHOOL GROUP RATE

2026-2027 PRICING

September through February:

\$5.00 per person

*Title I grants are available to a limited number of qualifying schools who take their field trip during this timeframe

March through May:

\$10.50 per person

June through August:

\$12.00 per person



Acceptable Payment Methods

- Online (via your online account) using:
 - a credit or debit card
 - <https://campsself.active.com/sanantoniozoo>
- Over the phone using:
 - a credit or debit card
- By mail using:
 - a check (school district, school, or PTA)
 - mailed at least 12 days in advance of scheduled visit
 - include a copy of invoice with check
- In person
 - Contact fieldtrips@sazoo.org to coordinate a date and time to make an in person check or credit card payment prior to date of visit

Mail Checks to:
San Antonio Zoo-Field Trips
3903 N. St. Mary's St
San Antonio, TX 78212

**CASH,
PURCHASE ORDERS, AND
PERSONAL CHECKS
WILL NOT BE ACCEPTED**

Overpayments

- Check overpayments of \$25 or more will be processed and mailed in 3-4 weeks following visit
- Check overpayments of less than \$25 are not refunded
- Credit card overpayments of any amount will be refunded upon conclusion of the visit to the same card used for purchase

PLANNING YOUR VISIT

It takes approximately 2.5 - 3 hours to explore the entire zoo

ANIMAL HABITATS

- San Antonio Zoo strives to provide our animals with naturalistic habitats
- Animals have access to both their indoor and outdoor areas, and they might not always be visible
 - Encourage students to look closely for animals that might be resting and using their camouflage to blend in

Before your visit, download a current map at sazoo.org/map to plan which areas to explore based on your intended learning outcomes



Upcoming and ongoing construction projects may impact visibility of some of our animal habitats
WE APPRECIATE YOUR FLEXIBILITY AND PATIENCE

CHAPERONES



To help ensure safety:

- ★ Plan to have one adult (18+) chaperone for every 10 students
- ★ Chaperones must accompany students at all times
- ★ Encourage and model respectful behavior as listed in the School Group Expectations

PARKING: Parent volunteers/chaperones driving their personal vehicles may park at the Train Depot parking lot (near Starbucks) or in the Zoo parking Garage located on Tuleta Drive. Parking is free at both locations.

DISCOUNTED TICKETS

Parent volunteers/chaperones not included in the group's registration can purchase discounted tickets separately from the group

- Trip coordinator will be sent a link to share with families to purchase discounted parent volunteer/chaperone tickets
- Discounted admission is only available through the link and can only be used on the date of the scheduled field trip

SCHOOL LUNCH OPTIONS

01

Bring your own

School groups may bring sack lunches into the zoo in labeled ice chests, boxes, covered totes, or student backpacks

- Groups are responsible for transporting lunches.
 - We suggest schools arrange to bring wagons or rolling coolers to make transport easier
- Groups may eat lunch at any outdoor picnic area in the zoo
 - All picnic areas are first come-first served; please be prepared to share spaces
 - Saving or reserving picnic tables is not allowed
 - Place recycling and trash in the appropriate receptacles

02

Individual self-purchase

Individuals can purchase food from any open dining location

PLEASE NOTE THAT THE ZOO IS CASHLESS

RESTAURANT PREPARED OR CATERED FOOD (I.E. CHICK-FIL-A, SUBWAY, PIZZA, ETC.) IS NOT PERMITTED

03

Group Pre-Purchase

Groups can add one of the following to their visit for a fee with at least two weeks notice; however, these do NOT include a private venue

- **Picnic Lunches:**
 - Groups of 20 guests or more
 - Served on Great Lawn
- **Boxed Lunches:**
 - Groups of 20 guests or more
 - Picked up at Beastro
- **Meal Vouchers:**
 - Groups of 30 or fewer
 - Redeemed at Beastro

To add a pre-purchased lunch option, contact Michael Gates at michael.gates@sazoo.org



SAN ANTONIO ZOO
School Group Expectations
 Together we can secure a future for wildlife

Be Safe

- Students must stay with chaperones at all times
- Stay on designated paths and never cross barriers
- Walk instead of run
- Notify a zoo staff member if you get separated from your group
- Notify a zoo staff member if you accidentally drop any items over a barrier or in a habitat

Be a Good Steward
 Conservation is a group effort!

- Place trash and recycling in the appropriate bins
- Do not litter, pick plants and flowers, or move sticks and rocks

Be Respectful

- Do not yell at animals, feed them, chase them, or hit, kick or bang on habitats, barriers or glass
- Keep your hands, body, and objects away from animals and their habitats
- Be considerate of other guests
- Do not vandalize or damage property

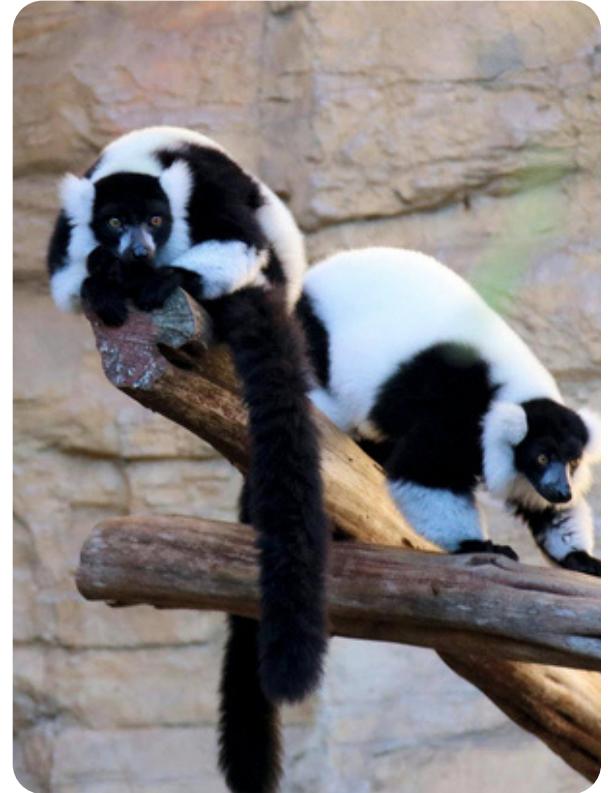
Zoo Map:



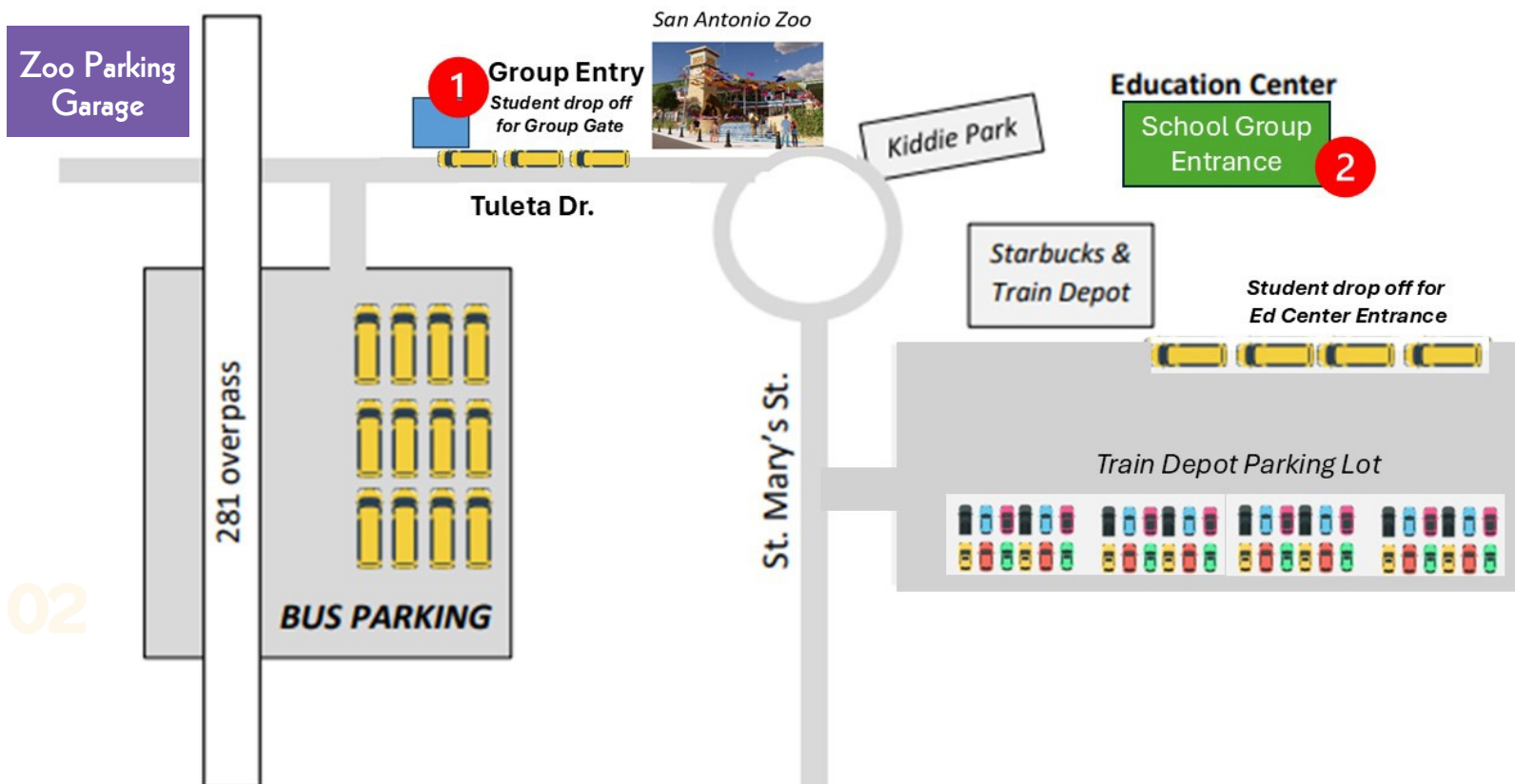
SCHOOL GROUP EXPECTATIONS



Please review with all teachers, students, chaperones, and parent volunteers prior to your visit

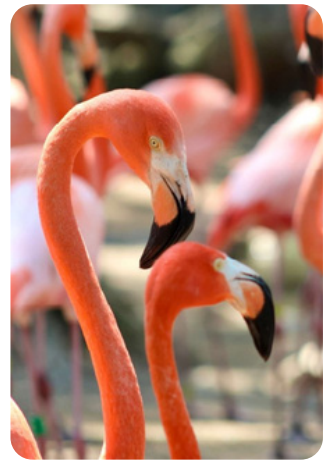


PARKING & GROUP ENTRY LOCATIONS



ADD ON EXPERIENCES

Make the most of your visit to San Antonio Zoo by adding a thrilling 4-D movie, a class favorite ride, or a stroll through our enchanting Butterfly Rainforest. Discounted rates are exclusive to school groups and can be added to your Self-Guided Tour in advance of your visit by emailing: fieldtrips@sazoo.org



RIDE AND EXPERIENCE POLICIES

Zoo Train

Explore beautiful Brackenridge Park and chug along the banks of the San Antonio River on the Zoo Train, originally built in 1956 as the longest mini-railroad in the world

- **Capacity:** 75, 1 wheelchair accessible car
- **Discounted Rate:** \$2.00 per participant

Butterfly Rainforest

Get up close and personal with beautiful morpho butterflies and other species

- **Capacity:** 30, ratio of 1 chaperone to 5 students
- **Discounted Rate:** \$2.00 per participant
- No food or drinks allowed inside the exhibit

Project Selva 4D Theater

Embark on an immersive expedition where the action spills out of the screen and over the audience with thrill-enhancing sensory special effects: bubbles, snow, scent, FX lighting, water mist, seat vibrations, and wind

- **Capacity:** 45, 1 ADA accessible seat
- **Discounted Rate:** \$2.00 per participant
- Assisted listening, descriptive audio, and closed captioning are available
- To ensure capacity, it is recommended that an adult visit the ticket booth to reserve your desired show at least 30 minutes ahead of time
- Available shows change seasonally; please inquire for current films

Zootenial Carousel

Make lasting memories on San Antonio Zoo's custom carousel featuring a menagerie of real and imaginary animals

- **Capacity:** 60
- **Discounted Rate:** \$2.00 per participant (all youth and adult riders require a ticket)
- Children under 42 inches tall must be accompanied by a paid adult



STROLLERS, WHEELCHAIRS, OR ELECTRIC SCOOTERS ARE AVAILABLE FOR RENT AT THE ZOO ENTRANCE. LEARN MORE AT [SAZOO.ORG/ZOO-FAQS/](https://sazoo.org/zoo-faqs/)

GIFT SHOPS AND CONCESSIONS

Hours of operation for gift shops and concessions vary

- Refer to the zoo's hours of operation at sazoo.org/zoo-hours/ for more information
- If visiting the zoo outside of regular operating hours--such as during School Safari Days--gift shops, concessions, and other attractions will not be open until the zoo opens to the general public
- Students must be accompanied by an adult chaperone at all times while visiting the zoo; this includes while inside gift shops, concession areas, and additional attractions





ARRIVAL & DEPARTURE

CHECK-IN

School group entry occurs from 9 am to 11 am

- Group entry locations close 30 minutes after the last scheduled arrival time and do not reopen until departures begin at 12:30 pm
- If your group's arrival is delayed more than 30 minutes past your scheduled arrival time, you must contact the Education Department at 210-264-5547 to arrange entry

Upon arrival, zoo staff will meet buses at the assigned location and ask the trip coordinator (or other designated lead teacher) to complete an attendance form confirming:

- Actual number of students present from paid invoice
- Actual number of staff/chaperones present from paid invoice
- Departure time

DROP-OFF / UNLOADING

Once check-in is complete, a Zoo staff member will assist with unloading

- For safety reasons, please wait for a Zoo staff member to check-in with you before unloading

We utilize two different drop-off and entry locations daily based on the number of scheduled field trips

- Your group's designated drop-off and entry location will be assigned by zoo staff and emailed to you one to two weeks prior to your visit date

Please do NOT block entrances, driveways, roads, VIA bus stops, pedestrian paths, or accessible walkways when unloading

Unloading in the traffic circle/roundabout is strictly prohibited

- Groups are **NOT** permitted to remain in the unloading zone to group out
 - This can be done just inside the group's designated entry gate or on Great Lawn
- For student safety and to avoid delays in entering the zoo, parent volunteers are asked to wait inside the designated entry gate until the school arrives
 - We recommend school groups instruct parents to meet them at Zootenial Plaza (by the carousel) or the Great Lawn, depending on arrival location
- Groups are responsible for unloading and transporting their own lunches
 - The zoo does not provide assistance or wagons for transporting lunches



BUS PARKING

Once students are unloaded, buses must immediately relocate to the bus parking area

- Bus parking is in the lot on Tuleta Drive underneath Hwy 281
- Parking here will help expedite school group departures
- Bus drivers may enter the zoo at the school's designated entry point with their school/district ID



DEPARTURE

- Groups will exit from the same gate they entered
- The **ENTIRE** group must be fully gathered and ready to exit before calling the bus driver to pick up the group
- Buses will load in the same location they unloaded at entry
- Buses in loading zones must be actively loading