

DICKERSON PARK ZOO SCHOOL FIELD TRIPS
ANSWERS TO FREQUENTLY ASKED QUESTIONS
(Reflects admission fees effective April 1, 2010)

Zoo Admission Policies

- Normal admission fees to DPZ are \$8 for adults/teens and \$5 for children ages 3-12.
- For groups of 15 or more paid admissions, the group rate is \$5 for adults/teens and \$3 for children ages 3-12.
- Children whose parents have Friends of the Zoo memberships can bring a photocopy of the current membership card and enter the zoo at no charge. These admissions do not count toward the number needed for discount admission.
- Children on free/reduced lunches in **Springfield or Greene County** public schools receive free admission to the zoo when they attend with their school class. Please notify the admission gate staff if you have students who qualify for this. These admissions do not count toward the number needed for discounted admission.
- Children attending **Springfield or Greene County** OACAC Headstarts receive free admission to the zoo when they attend with their school class. Adults coming with the group will pay normal admission.
- Bus drivers for school groups are admitted free to the zoo.
- Teachers accompanying school groups pay zoo admission. However, teachers who will return within a few days with another class will not be charged admission for themselves a second time. Please notify the admission gate staff during your first visit if this applies.
- Parents accompanying school groups pay zoo admission, unless they are FOZ members. If the school group qualifies for the discounted group rate, the parents receive the lower admission rate also.
- Paying with an in-state school check or a credit cards will speed up your admission to the zoo. To speed up admission to the zoo when paying cash, count the number in your group, collect all the money and place it in an envelope marked with the dollar amount, number of people (including the number of children using FOZ memberships and qualifying for free admission) and the name of the school.
- School groups may also use purchase orders to charge their admission. The school will be billed for admission following the visit to the zoo. Please do a count of children and adults in your group prior to your arrival at the admission gate.
- We ask that there is at least one adult supervisor for each 10 children in the group.
- Once your group has entered the zoo, if you wish to leave and return later the same day as a group (for example to eat lunch in the park), please obtain a readmit pass from the admission gate.
- Groups of students with disabilities may qualify for free admission through the Jimmy Ewing Memorial Scholarship Fund. For more information about this program or to submit a written request, contact the zoo at (417) 833-1570.

Hours and Operations

- DPZ is open from 9 a.m.-5 p.m. daily from April 1 through September and 10 a.m.-4 p.m. weather permitting October through March.
- From April through September the zoo is open regardless of the weather. From October through March the zoo will close when there is ice or snow on the walkways. Regardless of the season, refunds due to weather are not given.
- Animal feeding is allowed at the lakes for fish and waterfowl, and at the petting zoo. Feed costs 50 cents. Change machines are located at the petting zoo and Conservation Station deck. Giraffe crackers are available when an attendant is present; cost is \$2.
- ZooKeys to operate audio boxes at 15 exhibits are available for \$3. ZooKeys are good for one year from the date of purchase.
- Restrooms are located at the front admission gate, in the center of the zoo near the petting zoo and café and in the Tropical Asian area. Restrooms and a water fountain are also located in the playground park outside of the zoo.
- Parking for school busses is available most days in the parking area east of the zoo parking lot.

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Food Concessions

- The Bush Country Café offers a variety of hot sandwiches, pizza, French fries and onion rings, beverages, snacks and soft-serve ice cream. Café hours are 9:30 a.m.-4 p.m. daily from April through September and 10:30 a.m.-2:30 p.m. daily in March and October.
- A variety of packaged snacks and bottled drinks are available year-round at the Safari Trading Company gift shop.
- Child-sized soft drinks, snow-cones and cotton candy can be available for your group if you make arrangements prior to your zoo visit. You can also pre-order kids' meals to be ready for you. For more information, contact the zoo's guest services supervisor at (417) 833-9196.

Education Programs

- The Education Department offers mini classes for school groups. These 20-minute classes are presented by staff and trained volunteers and are offered year-round in the mornings. There is a limit of 30 students per session. There is an additional fee for these classes, and reservations are required.
- The Education Department can also present a variety of in-school programs prior to your visit to the zoo. There is an additional fee for these in-school programs, and they are limited to a 30-mile radius of Springfield.
- For more information about education programs or mini classes, please contact the Education Department at (417)833-1570.

Directions to & Parking at Dickerson Park Zoo

- Dickerson Park Zoo is located on Norton Road, northeast of the intersection of Interstate 44 and Missouri Highway 13 (Kansas Expressway). If traveling on I-44, take Exit 77. You could also take Glenstone, National, Grant or Broadway Avenues north to Norton Road and approach the zoo from the east.
- Buses must park in the west fairgrounds parking lot before unloading. For pedestrian safety, buses cannot unload or load in front of the zoo admission gate. (Exceptions are made for buses for children with special needs.)

Answers to Other Questions You May Have

- The Safari Trading Company gift shop is open during zoo admission hours and offers a variety of wildlife and souvenir merchandise ranging from less than \$1 to more than \$25. We select some merchandise specifically with children on field trips in mind!
- The pavilion in the playground park is available for groups to rent. School groups can rent the pavilion for up to four hours for \$20 for half of the pavilion or \$40 for the entire pavilion. Reservations and payment must be made in advance. If the pavilion has not been reserved, it may be used on a "first come, first served" basis.
- We ask that you do not bring lunches or coolers into the zoo. You may obtain a readmit ticket from the admission gate and enjoy lunch in the playground park just outside of the zoo.
- Train rides are available for \$2 each 10 a.m. to 4 p.m. daily, April through September. For our guests' safety, the train is operated weather permitting. There are no group discounts on train rides.
- The busiest times for school field trips are late April and early May, especially on Thursdays and Fridays.
- Reservations for your school field trip are not necessary. However, if you call ahead to let us know when you'll be here and approximately how many students you'll have, we can better plan our staffing to assist you during your visit.
- Dickerson Park Zoo has two reduced-admission days in 2010: Saturday, April 24, (St. John's Teddy Bear Rally) and Saturday, Aug. 28 (McDonald's Dollar Day @ the Zoo).
- First aid supplies are available to our guests at the admission gate/gift shop and the café. The zoo does not have a nurse on staff. An Automated External Defibrillator (AED) is stored at the gift shop located at the entrance to the zoo.
- For more information about the zoo, visit the website, www.dickersonparkzoo.org. To confirm admission gate hours and fees, call the zoo's information hotline at (417) 864-1800. If you have additional questions about your field trip to Dickerson Park Zoo, you can e-mail the zoo at info@dickersonparkzoo.org or call the zoo office at (417) 833-1570.