



## COVID-19 Guidelines for VIP Program Participants

**The North Carolina Zoo is pleased that you can join us for a VIP program. Because the COVID pandemic has heightened our concerns for the well-being of our animals, guests, and staff, the Zoo has established a new set of procedures for guests to follow during these tours.**

- For the duration of the pandemic, ***participants will be required to wear masks during their tours.*** Further, in situations where the staff or the animals are particularly vulnerable to infection, the Zoo may also require participants to wear latex gloves when offering food to an animal. The Zoo Society will provide these gloves where they are required.
- Because the Zoo is unable to demarcate six-foot intervals on the floors in meeting areas and behind the scenes, Society tour guides will advise guests about where to stand in order to practice social distancing. Guides will also provide hand sanitizer, gloves, and extra masks to guests who need them.
- Because of the pandemic, the Zoo Society will abandon its tradition of providing reusable water bottles and metal straws to our VIP guests. Instead, guides will carry disinfected cans of water to offer to guests who request a drink.
- For the same reason, the Zoo Society will not provide guests with plastic VIP tickets as souvenirs of these programs. Instead, guests will receive a VIP silicon ID bracelet that will serve as a ticket and as a take-home gift.
- Of course, all of these procedures are subject to change if the pandemic's ever-evolving nature makes it necessary to do so. Our first concern will always be to keep you, our guests, safe, and to protect our staff and our animals' well-being. Thank you for joining us behind the scenes!