

## KNOW BEFORE YOU GO

We are looking forward to your upcoming visit. We ask that you read the below information to help with your planning.

### Hours of Operation

**April - October 9am - 5pm**

### Admissions and Ticketing:

- The Zoo opens at 9am, last entry is 4pm and closes at 5pm.
- We suggest you plan at least 4 hours for your visit.
- If you pre-purchased tickets online please print them and bring them with you for the most efficient entry. Tickets can also be scanned from your smart phone.
- North Carolina Zoo and Reciprocal members please have your valid membership card and a photo I.D.
- The North America and Africa entrance and parking lot are open daily.
- Face coverings are recommended for those that have not been fully vaccinated.
- Face coverings are required for all guests while participating at the Acacia Station Giraffe Deck.
- All picnic areas are located outside of the Zoo entrances. Picnicking inside the Zoo is not permitted.
- If you need to go out to your car or choose to exit to picnic during your visit remember to see a representative from admissions to receive a hand stamp for re-entry before exiting to the parking lot or picnic areas.

### Zoo Guidelines

- Thank you for not bringing outside food into the Zoo. Food and beverages can be purchased from various service locations throughout the Zoo. For more information [www.nczoo.org/dining](http://www.nczoo.org/dining)
- All members and guests are encouraged to practice social distancing and wash hands frequently. For your safety and convenience, hand sanitizer dispensers are located throughout the park.
- The Zoo is a smoke free facility, this includes all tobacco products and vaping devices.
- Always remain on the marked pathways.

- Do not handle, approach, taunt or feed wildlife.

- Keep watch for snakes, squirrels and other native wildlife while visiting the Zoo.

- Children under 16 must always be accompanied by a responsible adult.

- Shirts and shoes are required in all areas of the Zoo except the Kidzone water play area where swimsuits are permitted. Attire displaying offensive material will not be allowed.

- No pets, only service animals as recognized by the Americans with Disabilities Act and the North Carolina Department of Health and Human Services are permitted. For more information [www.nczoo.org/visit/service-animals](http://www.nczoo.org/visit/service-animals).

- The following items are not allowed inside the park: alcohol, balloons, balls, fireworks, laser pointers, outside food, large coolers, lawn chairs, bicycles, scooters, skateboards, shoes with wheels, any electric or motorized transport device with less than 3 wheels.

For more information about approved mobility devices review: [www.nczoo.org/visit/accessibility-needs](http://www.nczoo.org/visit/accessibility-needs).

### Park Updates:

The following habitats and amenities are currently unavailable.

- Tram service in Africa is closed for construction
- Baboon habitat is currently being renovated

### Seasonal Attractions:

All seasonal attractions are open daily weather dependent; additional fees apply.

- Carousel: 10am - 4:30pm
- Treehouse Trek: 10am - 4:30pm
- Acacia Station Giraffe Deck: 10am - 2pm
- Kaleidoscope Butterfly Garden 10am - 4:30pm

### Guest Services

- An ATM is located in Junction Plaza at the entrance to Junction Springs Café.
- For medical assistance please see any uniformed Zoo employee. Zoo Rangers patrol throughout the day.
- Defibrillators are located at Wild Burger, Prairie Outpost, Junction Springs and Watani Restrooms.
- Private Nursing Areas are available upon request at North America or Africa Guest Services
- Sensory bags and weighted lap pads are available for check out at Kid Zone as well as North America or Africa Guest Services.

### Water bottle refill stations available:

We encourage guests to bring a refillable water bottle.

- Wild Burger Café (North America),
- near the Black Bear habitat (North America)
- Prairie Outpost (North America)
- near the Watani Grassland restrooms (Africa)

### Getting Around the Zoo

- We are a walking Zoo and our animals are only visible from the walking paths.
- Transportation is available daily between the North America Entrance and Junction Plaza (center of the Zoo) Please note we do not transport passengers to Junction Plaza after 4:30pm.
- Shuttles between the Africa and North America parking lots are available starting at 11am daily.
- Single and Double Strollers as well as Manual and Electric Wheelchairs are available to rent on a first come first served basis from the gift shop at the entrance.

**For more information to help you plan your visit please go to [www.nczoo.org](http://www.nczoo.org)**

**For Emergencies ONLY call (336) 879-7542**

**For General Information or assistance call  
(800) 488-0444 or (336) 879-7308**

Please note: On occasion the Zoo or production companies authorized by the Zoo will photograph or video Zoo guests for the Zoo's educational or promotional use or for use in programming about the Zoo. Guest entry into the Zoo grants the Zoo and authorized production companies permission to use these images for these uses throughout the world in all media in perpetuity.