

ZooMobile Policies & Procedures

Payments: Forms of payment include organizational check and major credit cards. Payment is due three weeks prior to the event date. **The program will be cancelled if payment is not received by this date.**

For credit card payments please call Education at 713-533-6739.

Please make checks payable to:

Houston Zoo, Inc.
1513 Cambridge
Houston, TX 77030
Attention: Accounting

Please include ZooMobile, order number and your school name in the memo line. Please be aware that the Houston Zoo charges a \$30 fee for all returned checks.

Cancellation Policy:

Patrons who provide written notice of cancellation to education@houstonzoo.org on or before 3 weeks (21 days) prior to the program date will receive a full refund. No refund will be issued after this date. Program and date changes must be made at least 3 weeks (21 days) prior to the program date and are subject to availability and a \$25 rescheduling fee. The Houston Zoo reserves the right to cancel any program due to inclement weather or other unforeseen circumstances, in which case a full refund will be provided. Cancellations are official upon receipt of confirmation from the Houston Zoo.

If you have any questions, please contact us at education@houstonzoo.org

Program Modification and Group Size Policy:

Onsite: Our programs are created to be engaging, fun-filled and interactive. Should there be a need to modify the program due to time limitations, age of participants, space available or any situation which the program cannot be performed as intended, an additional class fee will be billed.

Group sizes:

For Classroom Programs, maximum capacity is 35 participants. This includes teachers, aides and chaperones. If the classes have a combined 1-35 extra participants, you will be billed for one additional program. If the classes have a combined 36-70 extra participants, you will be billed for two additional programs, etc.

For Assembly Programs, maximum capacity is 100 participants. Any extra participants over the maximum capacity will incur an additional program charge.

Festivals do not have a maximum capacity.

Mileage fees: Due the added cost of a long drive, we add trip fees by estimated mileage. The Directions in Google Maps can help you calculate your estimated mileage from 6200 Hermann Park Dr, Houston, TX 77030. We travel no more than 70 miles. Fees are assessed using Google maps and are measured from the Zoo to the program location.

1-10 Miles – \$25

11-25 Miles – \$50

26-40 Miles – \$75

41-55 Miles – \$100

56-70 Miles – \$125

Houston Zoo ZooMobile space requirements

Our main priority is the welfare of our ambassador animals. We ask your support in several ways:

- An unloading and parking space close to the program location, with access for a rolling cart.
- Program space must be on ground level or have elevator access.
- Provide at least 1 large table (6-8 feet preferred).
- An adult representative in the room during the program.
- Some programs have additional requirements, such as extra tables, space or a tent.
- No other activities during both setup and presentation.
- Ambassador animals must not be within 200 feet of non-zoo animals.
- Food and drink should not be consumed near or around ambassador animals during the program.
- Presenter will arrive 15-30 minutes prior to program to setup.
- Programs should take place indoors unless otherwise discussed with the ZooMobile Coordinator.
- Outdoor programs will only take place if weather conditions permit. Appropriate shade or shelter must be provided by school or organization booking ZooMobile program.
- Ambassador animals have temperature guidelines set by our Veterinarians. **Ambassador animals will not be available when temperatures are 90 degrees Fahrenheit or higher.** 65-85 degrees Fahrenheit is acceptable for most animals.
- A program can and will be stopped or cancelled if the ambassador animals' welfare and safety is jeopardized in any way. In this instance, the ZooMobile will not be refunded.
- Due to the nature of live animals, Houston Zoo ZooMobile program cannot guarantee which animals are at any class or festival.
- Festival booth area should be far away from loud noise sources (i.e. performance stages, bounce houses, firetrucks, etc.)