



# LAKE SUPERIOR ZOO

## Zoomobile FAQs

### **How far in advance do I need to make a reservation?**

Zoomobile programs must be requested at least 2 weeks in advance. For programs taking place between April-October, we recommend requests be made at least 30 days in advance. For programs taking place in Wisconsin, we require requests be made at least 30 days in advance no matter what time of year. This is because we must secure a special permit to bring animals across state lines.

### **How do I know if my reservation is confirmed?**

Step 1: Complete the registration form that's on our website.

Step 2: You will receive and review a price quote via email. Reply to the email with approval.

Step 3: You will receive a confirmation letter and invoice via email.

### **When do I pay for the program?**

Payment is due before or on the date of the program. You will receive an invoice 30 days prior to the program.

### **When will you arrive and what do you need for set up?**

The zoo educator will arrive shortly before the program start time. She does not need much time to set up. Please have a table and two chairs available. Our animals are usually wheeled in on a cart so please make sure any wheelchair ramps are cleared of snow before we arrive. For formal presentations, we ask that no food or drinks be allowed during the program. Please make sure adult supervisors remain present with children throughout the program so the zoo educator does not have to deal with discipline.

### **How far does the Zoomobile travel?**

We travel anywhere within 100 miles of Duluth, MN, with some exceptions.

### **Can you bring animals to my child's birthday party?**

We can teach a Zoomobile program at a birthday party if it takes place in a public venue like a town hall or church. For liability reasons, we are not able to bring animals into a private home. The only exception is a licensed day care operated out of someone's house.

### **Can the audience touch the animals?**

Usually, yes. However, touching is at the discretion of the zoo educator and is based on the comfort level of the animal, the size of the audience (generally less than 50 people), and other factors deemed important to ensure the safety of the animals, zoo educator and audience members.

### **What is your cancellation policy?**

- Zoomobiles canceled at least 10 days before the program date will receive a full refund if payment was made in advance.
- Cancellations made less than 10 days before the program date must be rescheduled at time of cancellation or will be subject to a \$50 cancellation fee.
- All cancellations must go through the Education Department directly by calling Jessamy Schwartz at 218-730-4500 ext. 205.
- The Lake Superior Zoo reserves the right to cancel a program at any time due to inclement weather. We will try to notify you at least 24 hours in advance. In the case of cancellation by the Lake Superior Zoo, the program can be rescheduled or you will receive a full refund.