

KNOW BEFORE YOU GO

We look forward to welcoming our members and guests back to the world's largest natural habitat zoo. We have made some changes to our operations to help ensure your safety during this time. We ask that you read the below information to help you plan your visit.

Admissions and Ticketing:

- Please print your reservation confirmation or tickets for the most efficient entry. Tickets can also be scanned from your smart phone. North Carolina Zoo Society members please have your valid membership card and a photo I.D. along with the reservation confirmation for entry. If you made reservations to use your previously purchased Zoo admission tickets you must present those tickets along with your reservation for zoo entry.
- During this period, we will not have walk-up ticket sales. Please ensure that everyone in your group has a pre-purchased timed entry ticket or reservation, including those under two years of age.
- Only the North America entrance and parking lot will be open for entry and exit. You can see the entire Zoo from this entrance.
- To keep crowd size at the gate to a minimum we ask that you please do not arrive before your reserved entry time. We are unable to accommodate early entries. Entry times have a 30 minute window (Example: 9:30 am ticket entry is 9:30am - 10am)
- Under the Governor's Executive Order #147, face coverings are required both inside public places and outdoor areas where physical distancing is not possible. Exceptions under the Executive Order:
 - Children under 11
 - Medical or behavioral condition or disability
 - If actively eating or drinking
 - Strenuously exercising
 - Communicating with someone hearing impairedFace coverings may be removed while at the North Carolina Zoo when you are outdoors, and you are able to maintain six feet distance from any individual not in your group. You must maintain six

feet distance with guests outside of your group if you are not wearing a face covering.

- Face coverings are required at admissions, on the tram, in the gift shop and restrooms unless an exception applies. The Zoo requests you wear face coverings in our plazas and animal viewing areas where guests may not be able to maintain six feet social distance.
- Please bring what you need when you enter as there is no re-entry. Picnic areas are outside the main gate so if you plan to picnic, do so either before your visit to the Zoo or after your visit to the Zoo at our Solar Pointe picnic area (adjacent to the North America Parking Lot).
- The Zoo's pathways are configured into a one-way walking experience through North America and Africa wherever possible. This is to help encourage social distancing while still ensuring every guest can stop by each habitat. You will see directional signs and decals to help you navigate your visit.

Park Updates:

The following habitats and amenities are temporarily closed during this initial phase.

- **Indoor habitats**
Aviary, Streamside, Desert and Rocky Coast Underwater Viewing
- **Indoor dining** (outside dining is available)
- **Seasonal attractions**
Includes: Giraffe Deck, Carousel, Butterfly Garden, VR Experience, Zoofari, Air Hike Ropes Course and Treehouse Trek
- **Education Smart Carts, Kidzone and playgrounds**
- **Keeper talks and animal feeding times**
- **Tram service in Africa**
Please practice social distancing throughout the Zoo, staying at least 6 feet away from others not in your party throughout your visit.

Dining and Gifts

- **Pre-packaged food options and outdoor seating will be available inside the Zoo. We encourage the use of credit, debit or gift cards for purchases.**
- **Earth Explorer gift shop at North America Plaza will be open with limited guest entry.**

Creature Comforts

Restrooms are available throughout the Zoo, but for your safety, will close periodically for cleaning and sanitizing.

Hand sanitizer stations are set up in designated areas along the paths for your convenience.

Water bottle refill stations available.

As a further safety measure, *all drinking fountains are closed through the Zoo*, but water bottle refill stations are available at **Wild Burger Cafe** (North America), near the **Black Bear habitat** (North America), **Prairie Outpost** (North America) and near the **Watani Grassland restrooms** (Africa). **We encourage guests to bring a refillable water bottle.**

Getting Around the Zoo

We are a walking Zoo and our animals are only visible from the walking paths. If you need assistance returning to the North America exit, transportation will be available (with limited capacity) at Junction Plaza. There is no tram service from Africa or parking lot shuttles at this time.

Only folded strollers that can fit into the seat with you can be accommodated on Zoo transportation at this time.

- If you wish to bring your oversized stroller or wagon you are welcome to but remember, this means you will be walking back as transport cannot accommodate them during this time.
- If you rent a Zoo stroller these can be left at the Junction tram stop at the end of your visit should you choose to take a tram back.