

ZOO ATLANTA FAMILY PASS FREQUENTLY ASKED QUESTIONS FOR LIBRARY PATRONS

Part I: Accessing and using the Zoo Atlanta Family Pass

- **How does the Zoo Atlanta Family Pass program work?**
Check out, watch, and return the Zoo Atlanta Family Pass DVD to your lending library on time and in good condition. The librarian will provide you with an authorized receipt; fill in your name on the receipt and bring to Zoo Atlanta. Do not bring the DVD itself; only the receipt is needed. One authorized receipt is good for free admission for up to four people (up to two adults and up to two children ages 3 to 11; children under 3 are free). Larger family groups must pay for any additional admissions required.
- **How long may I keep the DVD, and may I renew it if I don't have a chance to watch it?** The DVD is due back to your lending library 7 days after you check it out. It may not be renewed.
- **Is the DVD my pass, and do I take it to Zoo Atlanta for admission?** No, return the DVD to the lending library. Once you present the DVD to your library on time and in good condition, you will receive the receipt you will use for Zoo admission.
- **How much time do I have to use the pass at the Zoo? Are there rain checks or make-up dates?** The pass must be presented at Zoo Atlanta within 7 days of return of the DVD. Zoo Atlanta is a rain-or-shine destination; there are no rain checks or make-up dates. Under extenuating family circumstances, individual libraries may extend the timeframe allotted for use of the pass by reissuing it for a second consecutive 7-day period from the date of a patron's request and return of the original pass.
- **Am I permitted to request a hold if the DVD has been checked out by another cardholder?** Many libraries now permit cardholders to request a short hold on the pass if it has been checked in by another cardholder and is available for circulation. Contact your local library branch for more information about their specific policy.
- **Why do some library branches have only one copy of the DVD, while others have multiple copies?** Because of the popularity of the program and the vast differences in service populations of facilities, 25 additional DVDs have been added to circulation at libraries with the largest service populations. (Counties with large populations but few facilities may stock more than one copy in order to "level the playing field" for citizens across the state.)
- **Is the DVD my pass, and do I take it to Zoo Atlanta for admission?** No, return the DVD to the lending library. Once you present the DVD to your library on time and in good condition, you will receive the receipt you will use for Zoo admission.

Part II: Making the most of your trip to Zoo Atlanta

- **Who do I contact if I have questions about my upcoming visit?**
The Zoo Atlanta general information line is 404.624.WILD. You may also visit the Zoo Atlanta website, zooatlanta.org, for more details on daily activities that may be useful in planning your visit.

- **Where do I present my receipt?**

Present your receipt at the Admissions gates. You must present a completed receipt with an authorized signature from your library to receive admission; admittance will not be permitted without the authorized receipt.

- **What are the Zoo's hours of operation?**

Zoo Atlanta is open seven days a week, 363 days a year; closed only on Thanksgiving and Christmas. Standard operating hours are 9:30 a.m. to 5:30 p.m. (fall and winter). Weekend hours are extended in spring and summer, with ticket booths closing at 5:30 p.m. and grounds open until 6:30 p.m.

- **What does the Zoo Atlanta Family Pass include?**

The pass is valid for general admission only; pass does not include concessions or rides. The pass may also be used for special events that are included with general admission.

- **How long should I plan for my family's visit?**

This will vary, of course, depending on the size and interests of your party, but most families should plan to spend between three and four hours to see the Zoo's many highlights.

- **Can I use the pass for special events?**

The pass may be used for events that are included with general admission, including but not limited to Boo at the Zoo, Party for the Planet and Fiesta de la Familia. The pass may *not* be used for paid events such as Brew at the Zoo, JAZZOO, Safari Day Camps or NightCrawler overnights. (As a general rule of thumb, if an event is described as being "free with general admission," the pass may be used. If an additional fee is associated with an event, the pass will not be valid.)