# Point Defiance Zoo & Aquarium Group Field Trip Code of Conduct

Thank you for choosing to visit Point Defiance Zoo & Aquarium! We are committed to providing a safe, fun, educational experience for all of our visitors. We are also committed to protecting the safety and health of the staff, volunteers and animals in our care. To assist the Point Defiance Zoo and Aquarium staff in assuring everyone's safety and enjoyment, please abide by the following code of conduct:

### For everyone's safety...

- O Chaperones for youth groups of minors must stay with assigned youth at **all** times while on zoo grounds. Chaperone to individual youth ratio is 1 chaperone for every 5 youth. Chaperones must be 18 years or older.
- o All minor youth must be accompanied by an adult.
- o Walk at all times.
- o Follow instructions on all signs.
- O Do not touch any animals, unless they are in an area that allows contact.
- All service animals must be checked-in at the admission gate upon entry. Pets are not allowed.
- The following are not allowed on zoo grounds: skates, skateboards, scooters, bicycles, Frisbees, balls, costumes or masks.

#### **Respect other visitors...**

- o Please do not yell or shout while on grounds.
- o Elevators are only for visitors that have difficulty using the stairs.
- o Smoking is not permitted on zoo grounds.
- o All visitors must remain clothed and shoes must be worn at all times while on zoo grounds.

#### Respect our animals...

- O Shouting at animals and tapping on exhibit windows or openings is prohibited.
- The animals have specialized diets. Therefore, we do not allow feeding of the animals except in designated areas.

#### Protect our grounds...

- O Stay on visitor paths and on the public side of all guardrails.
- o Make sure all trash makes it into a trash can. Recycling containers are also available.

## **Disruptive Behavior Policy**

- Point Defiance Zoo and Aquarium reserves the right to address individuals or groups who are behaving inappropriately or not following the code of conduct or otherwise disrupting or compromising the experience of other guests.
- Actions taken to stop the behavior may range from a warning, to expulsion from the zoo, to arrest by the City of Tacoma Police Department.
- Anyone engaging in behavior that is harmful (to visitors, staff or animals) or is destructive to zoo property will be immediately expelled from the zoo. The zoo will prosecute such behavior to the full extent of the law.
- In the case of a minor, an adult from that youth's group will be identified and made responsible for escorting the minor off grounds and chaperoning him/her. Individual behavior may result in the eviction of the entire group from zoo grounds. Individuals, schools and other groups **can be held liable** for damage or injury resulting from disruptive behavior. Point Defiance Zoo and Aquarium also reserves the right to prohibit groups from repeat visitation for an indefinite period.
- For groups (schools, youth, churches, etc.) receiving discounted admission rates, failure to follow the code of conduct may result in the loss of discounted rates for that visit and/or the privilege to visit the zoo for an indefinite period of time. In the case of losing the discounted rate, Point Defiance Zoo and Aquarium will bill the organization for the difference between the discounted rate and full rate. A copy of the zoo incident report or the police report may be sent with the invoice.

For more information, contact the Point Defiance Zoo and Aquarium Administrative Offices at 253-404-3631

