

Event Display

Group Program

For any booking questions, modifications or cancellations, please contact our booking office directly:

Phone **780-442-1442**

Email **cmsschoolbookings@edmonton.ca**

This program can be booked as a drop-in event display at your next special event or social gathering.

Before Your Program

Traveling Zoo Requirements

Please refer to the *Traveling Zoo Event Display Information Sheet for Clients* on the last two pages of this information package.

Special Needs

Please inform your interpreter, in advance of the program, about any accommodations that may need to be made for visitors with:

Learning Disabilities

Physical Disabilities

Medical Concerns, including Allergies*

Behavioural Issues

Program content and activity locations can be changed to include participants with special needs.

**Please advise your interpreter of any allergies your visitors have or indicate any allergy concerns at the time of bookings. The Zoo is not a nut-free or fragrance-free facility, as many animals eat seeds and nuts as part of their diet, and receive daily enrichments that may include scents (including extracts and spices). Common allergens encountered at the zoo include fur, feathers, dust, pollen, straw, and hay.*

Please Note: For safety reasons, we are unable to offer our traveling zoo programs at private residences or for block/street parties.

Interpreter Contact

The interpreter assigned to lead your program will contact you (the main contact person who booked the program) at least 48 hours prior to your field trip. If you have not heard from your interpreter within 48 business hours and have questions about your program, please call the program coordinator at 780-944-0642.

When the interpreter calls, s/he will want to confirm program details with you, as well as the “traveling zoo program requirements” indicated above. Please also let your interpreter know:

- If you or your group have any specific requests or concerns with certain types of animals that may be brought to your classroom. Our traveling animals* include examples of reptiles, birds, and mammals. For example, please let your interpreter know if you do not want any snakes/reptiles included in your program.
- If there are any specific driving directions (particularly if there is construction or road closures around your location)
- If there is an on-site contact person and phone # (including cell phone #) for your location, if the person who booked the program will not be present during the program.

**Please inquire with our booking agent about animals that may be potentially included in a traveling zoo program at the time of booking.*

Please note: the interpreter will contact you by calling the primary phone number(s) you provided at the time of booking, and will leave a message if they are unable to reach you. If you wish to leave an alternate phone or cell phone number where you can be reached during the daytime or evening, please ask the booking agent to include this number as a “note for the interpreter”.

- **If you have booked multiple classes/groups for multiple programs,** only the person listed as the primary contact for these will be contacted.
- **If you have booked programs on behalf of other teachers or groups,** please pass along any information provided by the interpreter to the adult supervisors who will be accompanying the group(s).
- **If you will not be attending the field trip yourself but are listed as the program contact,** please inform the interpreter when they call. If possible, please also provide the name(s) of the supervisors who will be accompanying the group.

Payment & Cancellation Procedures

Payment

- The amount owing is shown on your program confirmation. Payment is required prior to the program.
- Invoices are mailed out by the City on the first of the month. As you are required to pay your invoice on the first day of the previous month, you will receive your invoice before your program runs. For example, for a June booking, you will be mailed your invoice May 1.
- Payment can be made by cash, cheque, Visa, MasterCard and American Express. Please have cheques made payable to The City of Edmonton, and write your booking confirmation numbers on your cheques.
- Payment can be made at the facility, by calling 311 (outside Edmonton: 780-442-5311) or by mail to Community Services Payment Processing, PO Box 2359, 14th Floor CN, Edmonton AB, T5J 2R7

Program Cancellation

- You are required to provide written notice of cancellation of your program(s) via email at cmsschoolbookings@edmonton.ca.
- If a program is cancelled and is not rescheduled within the same school year at the time of cancellation, a fee of 50% of the cost of the program will be charged.
- The cancellation fee will not be waived if notice of cancellation/rescheduling is given less than 2 weeks of the scheduled program.
- The full program fee will be charged if less than 48 hours notice is given for cancellations or rescheduling.
- Programs run rain or shine. In the event of poor weather, you must call 780-442-1442 or email cmsschoolbookings@edmonton.ca if you are not coming. If you cancel due to weather conditions:
 - you will not be charged for re-scheduling in the same school year, OR
 - you will be charged 50% of the program cost per class if the program is **not** rescheduled

NOTE ABOUT CANCELLATION: The well-being of the animals and our staff can be jeopardized if the zoo van encounters road problems in cold temperatures or unsafe driving conditions. For these reasons the Edmonton Valley Zoo reserves the right to cancel Zoo outreach programs if conditions are prohibitive. If we need to cancel a traveling zoo program under these circumstances, you will be notified by phone. Our booking agent will contact you regarding the cancellation and/or re-scheduling of your traveling program.

Arrival Procedures

Your interpreter will arrive approximately 10-15 minutes in advance of your program start time to unload and set up. Please inform your interpreter if there are any specific arrival procedures for your school or facility.

If your interpreter encounters poor weather/driving conditions, heavy traffic, has difficulty finding the facility, or other unforeseen circumstances, his/her arrival may be slightly delayed. If your interpreter has not arrived by the program start time, please call the Program Coordinator at 780-944-0642.

Program Information

Invite the travelling zoo to your community event! Two Staff will bring out 5 – 6 animals and one or two small animal display pens* for some hands-on encounters as participants drop by our booth at their leisure.

**Display pens are only available for a select number of animals. Please inquire at time of booking about the types of animals that may be brought for a special event.*

This is a drop-in event program, where interpretive staff will bring out animals one at a time on a rotating basis for hands-on encounters. This program provides an introduction to and information about some of the animals at the Edmonton Valley Zoo. Although this program does not have a specific theme, please inquire about possible theme options for your program at the time of booking or when your interpreter calls to confirm your program.

This program is offered year-round for groups (All Ages).

Program Objectives

1. Introduce visitors to the animals at the zoo and talk about some basic features, adaptations and neat facts about them.
2. Encourage an awareness of a variety of animals, including endangered, threatened, vulnerable, and rare animals.
3. Stimulate an initial and lasting excitement, joy, and appreciation for a variety of animals.
4. Encourage attitudes of respect and concern for animals and their environment.

Curriculum Links

This program is very adaptable and can be tailored to meet the needs of any class. We can accommodate a specific theme or learning objective as part of your program. If you have anything you want included in the program, just let the interpreter know when s/he calls you to confirm your program.

Program Activities

This program can occur either indoors or outdoors, depending on the specified location at time of booking and weather on the day of the event. In addition to drop-in animal encounters*, select animals may also be placed one at a time in small display pens for short periods of time on a rotating basis. An artefact touch table can also be requested

for your event at the time of booking. When your interpreter calls to confirm your program, please inquire about animals or artifacts (if applicable) that may be included during your program. We cannot guarantee any encounters with specific animals, as this is dependent on animals' health on the day of your program.

**Please inquire with our booking agent about animals that may be potentially included in a traveling zoo program at the time of booking.*

FAQ

1) What happens if we need to end the program or before my program is scheduled to end (as indicated on the booking confirmation sheet)?

Please let your interpreter know prior to or at the start of the program when you need to end the program, so that s/he will know you need to end the program early. Alternatively, you can call the bookings office (780-442-1442) to add this information to your booking sheet in the "notes to interpreter" section.

2) What happens if my interpreter arrives late due to traffic/weather/construction?

Your program will start when your interpreter arrives and has set up. If your group/classroom situation permits, the interpreter will often be able to extend the program end time to provide you with a full length program. Please discuss this option with your interpreter when s/he arrives.

3) What if my interpreter does not show up?

If your interpreter has not shown up by the program start time, please call the Program Coordinator (780-944-0642) who will attempt to reach the interpreter by cell phone. If possible, please arrange to call the coordinator once your interpreter has arrived at your location, so that we know the interpreter and animals have arrived safely.

4) What happens if the weather is poor the morning of my program? Is my program automatically cancelled? What if I want to cancel/re-schedule?

Please refer to the Program Cancellation policy section.

In the event that we need to cancel your program due to unsafe road conditions or poor weather, we will notify you of the cancellation with as much advance notice as possible. Our booking agent will contact you regarding options for cancelling/re-scheduling your program.

If you want to cancel and/or re-schedule your program, you will need to call our bookings office (780-442-1442). Cancellation fees may apply. Even if you have already talked to your interpreter prior to the program and have expressed interest in cancelling/re-scheduling, you need to formally request a change to your program booking through the bookings office.

The Edmonton Valley Zoo looks forward to visiting you!

Traveling Zoo Event Display Information Sheet for Clients

Our event displays can either be three (3) hours or six (6) hours. Two (2) interpretive staff attend the event. Up to six (6) live animals will be brought to the event. Options include an artifact table and an exercise enclosure pen for display (for a select number of animals).*

**Animal availability is dependent on animal health, ability to travel, and weather conditions (if event is outdoors).*

On-Site Contact Information and Directions to Site Required

- At time of booking, we need name(s) and mobile phone #(s) of on-site contact person/organizer(s) for day of event. Please let us know if this is different from the person booking the program.
- We also need address/location of event (if different than mailing address of contact person)
- If needed, please provide directions for how to get to location, especially if parts of route or regular entrance will be barricaded for event, if there is construction in area, etc.

If display is to be set up indoors:

- Location of display must be near an area (i.e., loading zone, entrance) that can be used for loading/unloading of animal crates from zoo van (ideally, van can pull up close to doorway). If room is far from entrance, a dolly or other wheeled platform cart should be provided on location by client/facility to assist with moving crates.

If display is to be set up outdoors:

- Van must be able to drive up to location of event display (i.e., in the field, parking lot) or be able to park close to event display. Van is used to house animals when they're in their crates. If it's very hot/cold, be aware that van may be turned on and idling periodically to maintain ideal temperature conditions for animals.
- There must be sun/rain protection for staff & animals. The client/facility must have a contingency plan in the event of rain, cold, or severe weather (even if this means cancellation on the day of the event – please refer to the cancellation policy at the bottom of your Booking Confirmation Sheet). Many of our animals (particularly reptiles) are unsuited to cold weather, and the number and variety of animals we can bring in cold weather may be limited.
- Display should be set up against a fence or wall, or fenced off on 2 sides, so public cannot approach display from all sides.

Assistants/Volunteers At Event

- We suggest if that if you are expecting 500+ attendees, the event has at least one volunteer on-site to assist with crowd control in the area for the display.

Additional Animal Displays and Animals On-Site

For animal health and safety:

- If there is also a petting zoo on-site at the event, do not locate the travelling zoo directly beside or across from the petting zoo.
- No pets (on- or off-leash) should be allowed near the event display (service dogs for persons with disabilities are permitted)

If Client Has Requested an Artifact Display/Touch Table for the Event

- Client must provide one or more tables on location for this.

If Client Wants a Small Fenced Enclosure For Animals to be Viewed

- Certain animals can be placed, one at a time, in a fenced enclosure to move around, for up to 30 minutes at a time, on a rotating basis.
- There must be space at location to set up this fenced enclosure (max. 5 ft x 5 ft)
- Due to size of pen, attendees cannot enter enclosure with animals (i.e., for public viewing only)

On-Site Drinkable Water Source Required

- Water source must be easily accessible and on-site. Staff will need to fill (or re-fill) animal water dishes at location (otherwise, staff will need to be informed ahead of time so they can bring enough water with them)

On-Site Access to Microwave Recommended

- To maintain optimal temperatures for our traveling reptiles during the event and for return travel, we may need to re-heat our external heat sources (hot socks) in a microwave.