

Thank you for making the Edmonton Valley Zoo your destination of choice and for supporting wildlife conservation. In preparation for your visit, we would like to orient you with what to expect.

Before you visit

- Please do not visit the zoo if you:
 - Have travelled within the last 14 days.
 - Have been in contact with anyone sick with COVID-19 within the last 14 days.
 - Are exhibiting any COVID-19 symptoms (including fever, cough, shortness of breath, runny nose, sore throat, and/or others listed on [Alberta Health Services website](#)).
- There will be no paper maps available; however, we have several great resources available.
 - [Download Map](#) of the Edmonton Valley Zoo
 - Download our app from [Google Play](#) or the [App Store](#)

What to bring

- Identification.
- Purchase receipt (paper or on phone).
- If applicable, Edmonton Valley Zoo Membership card, Leisure Access Pass, previously obtained Valley Zoo Admission Ticket (that has not expired), 2020 Edmonton Attractions Pass.
- Face coverings are mandatory in all indoor spaces, including various buildings at the Edmonton Valley Zoo. You're more than welcome to visit the outdoor portions of the zoo without a face covering.
- Stroller (stroller and scooter rentals will not be available).

When you arrive

- Please arrive within the 30-minute window on your ticket.
- Note that the last admission window is 3:30 - 4pm. The zoo closes at 5pm.
- Please follow physical distancing guidelines. This may result in wait times at points of entry (including the parking lot), indoor spaces, and service during peak visitation.
- Validation of your pre-booked ticket will occur in the parking lot and at Guest Services.

Experience in the zoo

- Most paths inside the Edmonton Valley Zoo will only be open for one-way traffic to allow for mandatory physical distancing.
- We have also implemented one-way traffic in the indoor facilities.
- The Zoo-tique gift shop will have modified operations.
- Takeaway food service will be limited and water fill stations will not be available.
- All restrooms will be open and cleaned regularly.
- All rides and play structures will remain closed.

Health and safety measures

We have put some adjustments in place for the health and safety of our staff, visitors, and animals. These modifications are designed to comply with public health orders and guidelines.

- All staff and visitors are expected to follow provincial public health guidelines.
- Increased hand sanitizer stations will be available, including at the entrance, exit, and throughout the zoo.
- Please respect all safety barriers.
- Please follow all directional signage within the zoo and stay on the marked paths.
- Please respect physical distancing of 2 metres at all times.
- Please maintain appropriate distance from the animal habitats.
- Please practice good hand hygiene and avoid touching glass, fences or barriers.