Thank you for making the Edmonton Valley Zoo your destination of choice and for supporting wildlife conservation. We reviewed our operations and associated safety protocols with the Government of Alberta and were able to open outdoor spaces to the public on March 25, 2021. Indoor spaces are expected to open under Step 3 of the province’s reopening plan. Admission rates have been reduced as not all of the animals exhibits are available for viewing.

In preparation for your visit, we would like to let you know what to expect.

Before you visit

- Please do not visit the zoo if you:
  - Have travelled outside of Canada 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

- Please check our social media channels (Facebook and Instagram) for updates and closure notices prior to your visit.

What to bring

- Purchase confirmation and timed ticket(s) - paper or on phone.
  - Not sure where it is? You can directly access your ticket(s) online and have it emailed once you log in at MoveLearnPlay.edmonton.ca; go to the Statements section within your account.
  - If applicable, Edmonton Valley Zoo Membership card, Leisure Access Pass, previously obtained Valley Zoo Admission Ticket (that has not expired).
  - Face coverings or masks are mandatory on zoo grounds, including in all outdoor AND indoor spaces.
  - Masks must be tight fitting.
  - Stroller and scooter rentals will not be available
  - This is an outdoor facility - please dress for weather conditions and wear appropriate footwear

When you arrive

- Please arrive within the 30-minute window on your ticket.
- Note that the last admission window is 3:30-4 PM. The zoo closes at 5 PM.
- Please follow physical distancing guidelines. This may result in wait times at points of entry, and service during peak visitation.
- Group sizes are not to exceed 5 people
- Avoid congregating and please stay with your household cohort
- Validation of your pre-booked ticket will occur 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.
- The Zoo-tique gift shop will have modified operations.
- Sandwich and Sons food service is available in the Entry Plaza. Moo At The Zoo will also be open. However, there will be no patio seating at either location and food & beverages must be taken to go. There are tables around the zoo for household cohorts to rest or have a snack.
- Water fill stations are available but water fountains have been turned off.
- All restrooms will be open and cleaned regularly.
- All rides are closed.
- Animal talks have been cancelled.
- Please remain within your household cohort only, keep a minimum of 2 metres distance from others, and larger groups will be split up by zoo staff.

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 must follow provincial public health guidelines and City bylaws.
- Face coverings or masks are mandatory on zoo grounds, including in all outdoor AND indoor spaces.
- Masks must be tight fitting.
- Increased hand sanitizer stations are 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, as some animals are susceptible to COVID.
- Please practice good hand hygiene and avoid touching glass, fences or barriers.

We look forward to welcoming you to our facility!