

Dickerson Park **SCHOOL FIELD TRIP**

ZOO Frequently Asked Questions

Zoo Admission Fees and Policies

Adults/Teens: \$15

Children (ages 3-12): \$10

Adults 60+: \$12

Children age 2 and younger: Free

- For SCHOOL groups of 15 or more paying adult or child admission, the group rate is \$6 for adults/teens and \$4 for children ages 3–12.
- Children whose parents have Friends of the Zoo memberships can bring a photocopy of the parent's current membership card and enter the zoo at no charge. These admissions do not count toward the number needed for group admission.
- **Springfield and Greene County Schools:** Children in the federal free or reduced lunch program receive free admission to the zoo when they attend with their school class. Please notify the admission gate staff if you have students who qualify for this. These admissions do not count toward the number needed for group admission.
- **OACAC Headstarts in Springfield and Greene County** receive free admission to the zoo as a group. Adults coming with the group will pay normal admission fees.
- Reservations for field trips are not necessary. However, if you call ahead (417-833-1570) to let us know your planned date and an approximate number of students and adults, we can better plan staffing to assist you during your visit.
- Bus drivers for school groups are admitted free.
- Teachers accompanying school groups pay zoo admission. However, teachers who will return within a few days with another class are not charged admission a second time. (Please notify the admission gate staff during your first visit if this applies to you.)
- Parents and siblings accompanying school groups pay zoo admission unless they are FOZ members. If the school group qualifies for the discounted group rate, parents receive the lower admission rate also even if they are paying separately.
- Paying with an in-state school check or a credit card will speed up your admission to the zoo. However, check and credit card payments must be for the exact amount. No change can be given. VISA, MasterCard and Discover cards are accepted.

- To speed up admission to the zoo when paying cash, count the number in your group, collect all the money and place it in an envelope marked with the dollar amount, number of people (including the number of children using FOZ memberships and qualifying for free admission) and the name of the school, and the teacher's name and phone number. A receipt will be issued for the amount indicated on the envelope.
- School groups may also use purchase orders to charge admission. The school will be billed for admission following the visit to the zoo. Please do a count of children and adults in your group prior to your arrival at the admission gate.
- We ask that there is at least **one adult supervisor for each 10 children** in the group.
- Once your group has entered the zoo, if you wish to leave and return later the same day as a group (for example to eat lunch in the park), please show your receipt to the admissions attendant for reentry into the zoo.

Hours and Operations

- April 1-Oct. 30: 9 a.m.–5 p.m., daily, regardless of the weather.
- Nov.-March 31: 10 a.m.–4 p.m., daily, weather permitting. The zoo will close when there is ice or snow on the walkways.
- Refunds due to weather are not given.
- Animal feeding is only allowed at the lakes for fish and waterfowl, at the Outback Corral petting zoo and giraffe deck. Please only feed what is provided at the zoo. Outside food is not allowed.
- Petting Zoo Feed: \$1 (1 token) per handful. For groups, the gift shop sells \$5 bags of feed. The petting zoo is open when an attendant is present.
- Giraffe food: \$4 (4 tokens), available when an attendant is present.
- Change machines are located at the petting zoo and lake overlook pavilion to convert \$1 and \$5 bills to tokens.
- The Titus Express tickets are \$2 (2 tokens).

Restrooms

Restrooms are located at the entry complex, centrally in the zoo near the petting zoo and café, in "Tropical Asia," and near the lion exhibit. A companion/family restroom is located on the café deck and at the west

restrooms (near lions). Restrooms and a water fountain are also located in the playground park outside of the zoo.

Food Concessions

- The Bush Country Café offers a variety of hot foods, snacks, fountain and bottled drinks, soft serve and sno-cones.
- Summer café hours are 9:30 a.m.–4 p.m., daily. In March the café is open daily 10:30 a.m.–3:00 p.m.
- A variety of packaged snacks and bottled drinks are available year-round at the Safari Trading Company gift shop.
- Child-sized soft drinks, snow-cones and cotton candy can be available for your group if you make arrangements prior to your zoo visit. You can also pre-order meals to be ready for your school group. For more information, contact the zoo's guest services supervisor at (417) 833-9196.

Education Programs

- The Conservation Education Department offers mini-classes for school groups. These 20-minute classes are presented by staff and trained volunteers and are offered year-round in the mornings. There is a limit of 30 students per session. There is an additional fee for these classes, and reservations are required.
- The Conservation Education Department can also present a variety of in-school programs prior to your visit to the zoo. There is an additional fee for these in-school programs, and they are limited to a 30-mile radius of Springfield. For more information about education programs or mini classes, please call the conservation education department, (417) 833-1570.

Driving Directions and Parking

- Dickerson Park Zoo is located on Norton Road, northeast of the intersection of Interstate 44 and Missouri Highway 13 (Kansas Expressway). If traveling on I-44, take Exit 77. You may also travel Glenstone, National, Grant or Broadway Avenues north to Norton Road and approach the zoo from the east.
- Parking for school buses is available most days in the fairgrounds parking field east of the zoo parking lot. Buses and parent chaperones should enter through **Fairgrounds Gate 5** and park to unload.
- For pedestrian safety, buses are **not allowed** to load or unload at the zoo entry. (Exceptions are

made for buses transporting students with special needs or limited/assisted mobility.)

Answers to Other Questions You May Have

- The Safari Trading Company gift shop is open during zoo admission hours and offers a variety of wildlife and souvenir merchandise ranging from less than \$1 to more than \$25. We select merchandise specifically with children on field trips in mind.
- The pavilion in the playground park is available for groups to rent. Please call the zoo office (417-833-1570) to make your reservation.
- School groups can rent the pavilion for up to four hours for \$20 for half of the pavilion or \$40 for the entire pavilion. Reservations and payment must be made in advance. If the pavilion has not been reserved, it may be used on a "first come, first served" basis.
- We ask that you do not bring lunches or coolers into the zoo. You may enjoy lunch in the playground park just outside of the zoo and show your receipt to the admissions attendant for reentry into the zoo.
- The busiest times for school field trips are late April and most of May, especially on Thursdays and Fridays.
- First aid supplies are available to our guests at the admission gate/gift shop and the café. The zoo does not have a nurse on staff. An AED (Automated External Defibrillator) is stored at the gift shop and at the Bush Country Café.

For more information about the zoo

- ✓ Website: www.dickersonparkzoo.org
- ✓ Email: info@dickersonparkzoo.org
- ✓ Zoo office: (417) 833-1570
- ✓ Recorded hotline: (417) 864-1800