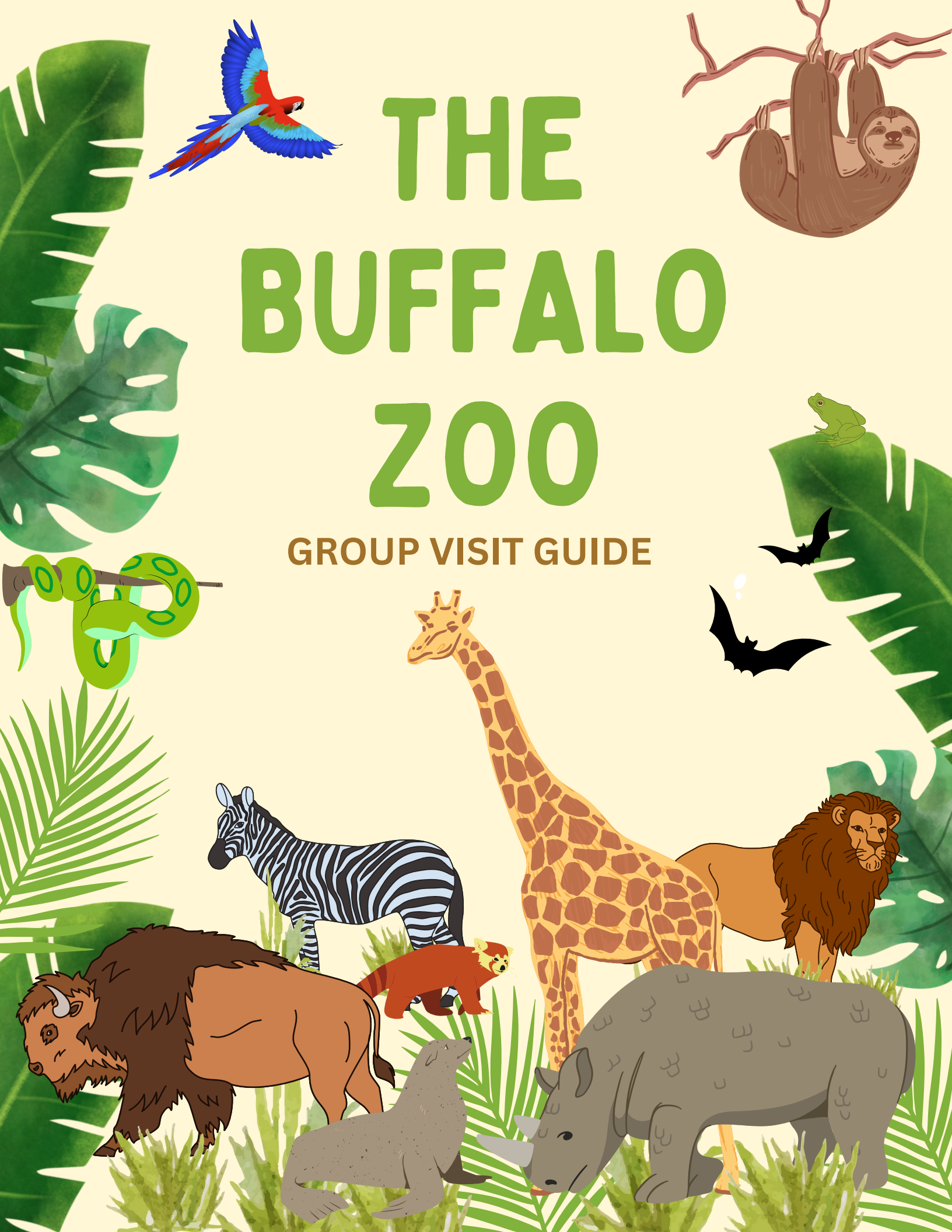
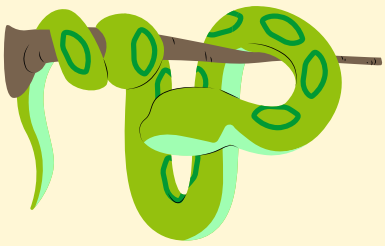


THE BUFFALO ZOO

GROUP VISIT GUIDE





WELCOME!

We are thrilled you are considering the Buffalo Zoo for your upcoming group trip. Embark on an exciting adventure with your students, group, organization, or family as you explore the wonders of the animal kingdom right here at our beautiful zoo. Field trips to the zoo are not just educational; they're a thrilling and enjoyable experience that sparks curiosity and fosters a connection with the natural world.

Your visit will include hands-on learning, conservation awareness, cultural enrichment, and wildlife appreciation. Discounted tickets are available for groups of 15 people or more, making the Buffalo Zoo the perfect educational field trip destination in Buffalo, NY.

Tickets can be conveniently purchased online, over the phone, or in person at one of our ticket windows. Please read through this guide to help book and plan your trip to the Buffalo Zoo. We can't wait to host your next visit!



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BOOKING YOUR GROUP

To book your school field trip of 15 or more people, please go to our website at buffalozoo.org/tickets where you can log in or create an account. If you cannot find your school, you can submit a request on our booking page below the search menu and an associate will create your school for you within 48 hours. Online bookings need to be completed 5 days before your visit date.

Choose the date and arrival time for your visit as well as the number of tickets. For every 10 (ten) youth tickets purchased there needs to be 1 (one) paid adult to chaperone. During the booking process you will have the ability to choose to add on school lunches, train or carousel rides, or education programs for an additional fee.

Other groups of 15 or more people can pay for their visit by calling (716) 837-3900 or by paying at one of the sales windows upon arrival.

For your planning purposes please be advised, from the end of April until mid June, the Buffalo Zoo experiences a very high volume of field trips. Please ensure that your field trip is booked and paid for to be certain the day of your visit doesn't reach capacity. The Buffalo Zoo is open from 10am-4pm with grounds remaining open until 5pm.



PRICING, BILLING, & PAYMENT

School field trips of 15 or more people receive a discounted rate of \$15.00 per person. Any other groups of 15 people or more visiting the Buffalo Zoo receives a discounted rate of 10% off per ticket of the daily rate. Anyone under 24 Months is free of charge.

Pay with credit card when booking online or save your reservation to automatically be emailed an invoice. If groups choose to mail in their payment, the invoice must be included with the check and payment must be received before the group visit date. Please send payments to **300 Parkside Ave. Buffalo, NY 14214 Attn: Group Sales**. To ensure we have received your payment, please call (716) 837-3900 as your trip gets closer. Payments can be made day of using card, check, or cash. Purchase orders are not considered a form of payment. If payment cannot be made by the day of your visit, your organization will be billed for full priced tickets.

Members: you will not be counted towards group tickets since your admission is covered by your Membership. Member benefits do not apply to group visits for children unless the named adult/caregiver accompanies them. Please check in as you normally do with a Guest Experience associate.



PARKING & DROP OFF

MAY 1- AUGUST 31

PLEASE SHARE THE FOLLOWING WITH YOUR BUS DRIVER:

Due to limited capacity and vehicle accessibility between April 1st to August 31st we cannot permit buses to park **or** drop off in the Zoo parking lot. Drop offs can be made on Crandall Drive as detailed on the following map. If using GPS, please search “Crandall Drive Buffalo, NY 14214” as the destination.

When arriving at Crandall Circle, please do not block either Gate #4 or #3 as these need to be available in case of an emergency. *Unattended vehicles in front of these gates will be towed.* When your group has departed their bus, the bus will need to immediately leave to make room for the next group.

Buses can park in designated areas on neighborhood streets or at St. George’s Church on Amherst Street. Please inform those not arriving with your group that any cars that park in the Zoo parking lot must pay for parking: \$6.00 for two hours, \$2 per hour after that with a maximum of \$12.

Once parked, we are happy to admit bus drivers for free to experience the Zoo while they wait. They need only to let a cashier know and they will be given a ticket to enter.



Buffalo Zoo Bus Parking and Pickup



ARRIVAL & DEPARTURE

After arriving at the Crandall Circle drop off, an associate will meet your group to let you in Gate #4 next to the giraffe exhibit. If an associate is not present, please call (716) 837-3900 and one will be sent to assist you. **Please have your confirmation email or printed invoice with you, the barcode at the top is how we access your tickets.** Your payment will also be collected at this time if you have not paid. If payment cannot be made by the day of your visit, your organization will be billed for full price tickets.

If you have chaperones arriving separate from your group that have online tickets or a Membership, they can get checked in at Gate #4 with your group. Please designate a meeting place and time for your group to join with anyone arriving separately, in advance. We suggest sharing cell phone numbers with chaperones arriving outside of the group as there is a not paging system at the Zoo.

Please let the associate know when you will be departing. Especially during our busy season from the end of April until mid June, we cannot allow buses to idle by Gate #4. Please instruct your drivers not to arrive earlier than necessary for pick up.



PARKING & DROP OFF SEPTEMBER 1- APRIL 30

PLEASE SHARE THE FOLLOWING WITH YOUR BUS DRIVER:

During our slower field trip season from September-March, we can allow buses to drop off and pick up in the Zoo parking lot off of Jewett Parkway. When pulling into the lot, press the button on the machine and take a ticket to raise the arm. Please drop off by the bike racks at the northeast corner of the parking lot. **Please have your confirmation email or printed invoice with you as the barcode at the top is how we access your tickets.** Your payment will also be collected at this time if you have not paid. If payment cannot be made by the day of your visit, your organization will be billed for full priced tickets.

Due to limited space, there is no bus parking in the Zoo's parking lot. When leaving the parking lot, scan the ticket you received upon entry to open the arm. Use the call button for assistance if you have exceeded the 15 minute free parking. Buses can park in designated areas on neighborhood streets or at St. George's Church on Amherst Street.

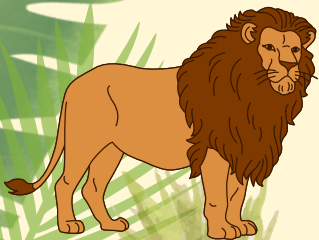
Once parked, we are happy to admit bus drivers for free to experience the Zoo while they wait. They need only to let a cashier know and they will be given a ticket to enter.

In need of group transportation to the zoo? Our partners at [CharterUP](#) offer local services around Buffalo as well as larger cities like [New York City](#).



ZOO RULES & POLICIES

- For the health and safety of our animals and other guests, the following items are not allowed in the Zoo: all smoking/vaping products, alcohol, balloons, bikes, drones, firearms/weapons, food for the animals, foot gear with wheels, frisbees, grills, laser pointers, pets (with the exception of Certified Service Dogs), radios, scooters, skateboards, squirt guns/toy guns, wireless speakers.
- Please note that Zoo animals have access to off-exhibit areas during the day and may not always be available for public viewing.
- Help us keep the Zoo clean by placing all litter in the proper trash and recycling receptacles.
- A top, bottom, and shoes are required when in the Zoo.
- For safety concerns, please do not climb the trees on grounds.
- Do not cross fences or railings. Zoo animals are wild animals, not pets. Their exhibits and enclosures are designed to protect you and the animals from harm.
- Items found on grounds are held for 30 days in the Lost and Found.
- Any behavior that is deemed disrespectful to our animals or staff will not be tolerated.



FREQUENTLY ASKED QUESTIONS

Is there a place for us to store our lunches?

Due to health and safety reasons we do not have a location to store lunches. We suggest bringing boxes or a wagon to store lunches in and leaving those in a picnic area or on your bus.

Where can we eat lunch?

There are picnic tables all around the Zoo, tables and chairs near Wild Burger and Slice, as well as a picnic area next to the carousel. You are also able to eat in any building except for inside the Rainforest exhibit.

We need to switch to a different day.

Please call (716) 837-3900 and we would be happy to help reschedule your visit depending on availability.

What can we purchase for school lunches?

The school lunches provided by the zoo need to be purchased *at least 5 days in advance*. We also have multiple food stands and restaurants for your convenience.

AMAZON MEAL- \$9.00 Hot Dog, Potato Chips, Apple, Bottled Water

CONGO MEAL- \$8.00 Peanut Butter and Jelly Sandwich, Potato Chips, Apple, Bottled Water

MADAGASCAR MEAL- \$11.00 Chicken Tenders, Potato Chips, Apple, Bottled Water

ICE CREAM SANDWICH- \$3.50 each



FREQUENTLY ASKED QUESTIONS

What happens if it rains?

The Zoo will still be open rain or shine. Some of our animals are even more active during the rain! If you want to reschedule due to weather, please see the previous FAQ.

The number of people has changed in my group.

Groups can log back into their online account and increase the number of tickets needed at any time, however, the amount cannot be decreased without a Manager override. Please call (716) 837-3900 if you need assistance.

When are the train and carousel in operation?

The train and carousel are open seasonally between April-November and may be closed depending on weather, staffing, or maintenance issues. Train and carousel are only open on weekends during April and September-November.

Some of our group did not show up, can we get a refund?

Refunds are dealt with on a case to case basis. Please call (716) 837-3900 to speak to a Manager.

How do we book an education program?

If you would like an education program or guided tour, visit [this link](#) for program information. For program availability and to schedule, call 716-559-1041 or 716-995-6143. Confirmation of pre-booking is required. For free activity sheets and resources, [use this link](#).



- LOCATION KEY**
- FIRST AID
 - RESTROOMS
 - SECURITY
 - ACCESSIBLE ELEVATOR
 - NURSING ROOM
 - ATM
 - PAY TO PARK
 - EV CHARGING STATION
 - PHOTOS
 - FOOD SERVICE
 - STROLLER RENTAL
 - GIFT SHOP
 - TICKETS
 - LOST & FOUND
 - EXIT
 - MEMBERSHIP SALES

Some exhibits and attractions are seasonal or may be closed due to special circumstances including weather, animal health, mechanical repair or other issues.



- SENSORY INCLUSIVE LOCATIONS**
- HEADPHONE ZONE
 - QUIET AREA
 - SENSORY BAGS AVAILABLE HERE

The SSP symbol indicates that an animal is part of the Association of Zoos and Aquariums' (AZA) "Species Survival Plan." This program manages the populations of certain species to ensure their continued survival. The Vanishing Animal symbol represents an endangered species, which means there are so few of its kind that it is in danger of extinction.



The Buffalo Zoo is an accredited member of the AZA, which is dedicated to excellence in animal care and welfare, conservation, education and research.



The Buffalo Zoo is supported in part by the City of Buffalo, the County of Erie and the State of New York.