

School Reservations and Information

Due to their great popularity, Education Department programs are scheduled well in advance. We recommend that you contact the Education Department three to four months ahead of time to schedule a program. In some cases, space may be available on shorter notice.

Program Registration

1. To make a reservation, please call the Education Department at 718-399-7327, Monday through Friday, between 9:30 a.m. and 4:30 p.m. Reservations for school programs are handled by phone only. However, feel free to send inquiries about program information and date availability via email to ppzeducation@wcs.org.
2. Maximum program class size is 32 students. Schools **are not** allowed to combine classes to reach a class size of 32 students. One adult for every ten students is required, with a maximum of four adults.
3. We welcome students with special needs. Please be sure to mention special needs or disabilities when registering so that we can place your class in a wheelchair-accessible classroom. We require one adult for every two students in special education classes (maximum class size of 12 students).
4. Once your information has been processed, a contract will be mailed to you.
5. A confirmation letter with program information, including session dates, times, and classroom locations will be mailed to you. This letter is valid for free general admission for your class, and three other adult chaperones, and must be shown at the entrance gate to the Zoo on the date(s) of the scheduled session(s).

Payment Policy

Fee-based programs must be pre-paid by the school or district (purchase orders accepted). Under no circumstances will classes be offered without full payment or purchase order and a signed contract which must be returned within three weeks of receiving the contract.

Cancellation Policy

All cancellations must be received by the Prospect Park Zoo Education Department in writing, by mail, email (ppzeducation@wcs.org) or FAX (718-399-7329). Cancellations made at least 4 weeks in advance will receive a 50 percent refund. There are no refunds for programs cancelled less than four weeks prior to the scheduled date of program. Please note that any request to reschedule your class is equivalent to a cancellation.

Late Arrivals

Due to a very full schedule, programs will not be extended for late-arriving groups beyond the scheduled end time. Staff will make every attempt to cover as much material as possible in the time available. Please obtain information on how to locate the Zoo and

the specific classroom in advance of your trip, by visiting the Directions (LINK TO <http://prospectparkzoo-staging.wcs.org/plan-your-trip/directions.aspx>) page on our website.

Weather Conditions

All programs are held as scheduled (regardless of weather) unless field trips are cancelled by the Chancellor's office. Please encourage your class to dress appropriately for outdoor activities.

Prospect Park Zoo Admission Policy for Visits Only

All schools not participating in an Education Department program must contact the Prospect Park Zoo Group Services Office at 718-399-7339 for information about the current admission prices and policy.