

# Frequently Asked Questions

## **What are Binder Park Zoo Overnights?**

Binder Park Zoo Overnights are experiences of spending the night at the Zoo.

## **What is the difference between Family Overnights and Group Overnights?**

### **Family Overnights**

- 8 families (up to 8 family members per group)
- Ages 6 and older
- Activities and games are geared toward children

### **Group Overnights**

- Girl Scouts, Boy Scouts, School Groups
- Ages 6 and older
- Activities and games are geared toward children

## **What is the difference between Overnight Safari and Zoo Snooze?**

- Overnight Safari takes place on the Wild Africa side of the Zoo.
- Zoo Snooze takes place on the East side of the Zoo.

## **What will we do?**

You can expect dinner, Animal Expert Lesson, activities/games around the theme of the night, night hike, sleeping at the zoo, breakfast, guided tour, give-away items, and free admission to the Zoo the next day.

## **What is an Animal Expert Lesson?**

Education staff will show you 2-3 Ambassador Animals up close by holding them or having them on a branch propping. They will teach you about the animals and how they relate to the theme of the night. Many of these animals are not in a habitat that the general public can view.

## **What animals are we going to see?**

We cannot guarantee what animals we see on any given Overnight.

## **What is the theme of the night?**

The theme is incorporated into the activities and games. Descriptions are found in the registration.

## **What is a guided tour?**

Education staff will take you on a tour of your side of the Zoo. They will teach you facts about the animals and how they relate to the theme.

## **What should we bring?**

Bring whatever you need to spend the night. Please keep temperature and weather in mind.

## **Who supervises my child(ren)?**

The adults in your group are responsible for supervising the children/minors in your group. Binder Park Zoo Education personnel will lead the experience and be present to guide guests through each activity, but they are not responsible for supervision or discipline of minors.

## **Who is attending our Overnight?**

Up to 2 Binder Park Zoo Education personnel as well as...

### **Family Overnights**

- 8 families (up to 8 family members per group/up to 56 guests)
- Ages 6 and older

### **Group Overnights**

- 1 group (Girl Scouts, Boy Scouts, School Groups, etc. up to 56 guests)
- Ages 6 and older

## **When do Binder Park Zoo Overnights take place?**

- Fridays to Saturdays go from 5:00 p.m. on Friday to 10:00 a.m. the following Saturday.
- Saturdays to Sundays go from 6:00 p.m. on Saturday to 11:00 a.m. the following Sunday.
- Starting in September through the end of the open Zoo season, Overnights go from 5:00 p.m. to 10:00 a.m. the following day on Fridays and Saturdays.

### **What time should we arrive for the program?**

Staff will meet at the designated meeting spot 5 minutes before your program and will not be available earlier as they are working hard on preparing for the overnight.

### **Can we come early/late or leave early?**

No. The program is a lock-in program. Coming and going at different times is not allowed. In the event of heavy traffic, bad weather, or other extenuating circumstances, call the phone number given to you during the registration process. If you do not know this number, call the zoo office.

### **What if we happen to be late?**

Binder Park Zoo asks that you plan your travel to prevent being late, but if bad weather or heavy traffic affect your commute, here is what to do:

Call the Overnight Program Cell Phone or Zoo Office, identify yourself, explain that you will be late, the reason, and the estimated time of arrival.

If you are more than 30 minutes late without contact to us, your overnight will be cancelled. No refund or transfer will be available.

### **Where do we meet before the program?**

For Overnight Safari, meet in the parking lot outside of the office.

For Zoo Snooze, meet at the picnic tables to the left of the entrance.

Detailed maps to these designated meeting locations will be emailed to you when you make your reservation.

### **What will we eat?**

All overnights comes with a dinner, s'mores snack at night, and a continental breakfast. You can bring your own non-perishable food at no additional cost to you, but you do not have access to appliances or storage.

### **A member of our group has special dietary needs and/or allergies. What can you do to help?**

Please let the Overnight Program Coordinator know of any allergies or dietary restrictions. There is a section on the registration to indicate this.

### **Sleeping**

For Overnight Safari, you will sleep in one of the tented camps outside the Zamani School.

Group Overnights doing a Zoo Snooze can either sleep inside the Conservation Discovery Center (a climate controlled and wheelchair accessible building) and/or outside on the Snow Leopard Lawn (the area in front of the Snow Leopard enclosure) with their own tents.

At least one staff member will spend the night as well. Please feel free to wake them up in the event of an emergency.

### **Do you have tents that we can borrow for the Zoo Snooze?**

Yes, but we have a limited supply. If you would like to request one, please contact the Overnight Programs Coordinator as soon as possible. (269-441-9030 or [overnights@binderparkzoo.org](mailto:overnights@binderparkzoo.org)) Rentals are \$25 per tent.

### **Do the tented camps have electrical outlets?**

There are 8 tents. The first two have electrical outlets and are reserved for medical reasons such as CPAP machines.

If no guests have such a need, they are given on a first-come-first-served basis. The best thing is to plan not to have one (unless you have a medical need) in your tent and make use of the electrical outlets in the school.

### **Can we smoke?**

No. Binder Park Zoo is a smoke-free facility. Tobacco, marijuana, and e cigarettes are not permitted. This policy is for the safety of our animals.

### **Where are the bathrooms?**

**Overnight Safari** – there are two single-use restrooms in the school as well as a separate men’s room and women’s room nearby the school and tents.

**Zoo Snooze** – there is a men’s room and women’s room near the indoor sleeping, restrooms across from the Beulah’s restaurant, and a single-use restroom in the carousel building.

### **Do you offer Special accommodations?**

Yes. Taking pictures and videos is allowed unless stated otherwise.

### **How late do we stay up?**

We stay up until 11:00p.m. This is because various activities work better at night. This is also why overnights are meant for people ages 6 and older.

### **What if there is bad behavior/damages done?**

The Zoo reserves the right to end a program for unruly or dangerous behavior. Any damages acquired will be billed to the person or group that is responsible.

### **What if the weather is bad?**

Binder Park Zoo Overnights run rain or shine. In the event of severe weather, Binder Park Zoo has storm shelters, and staff will lead you there.

### **Are your staff trained in first aid?**

Yes. Education staff are certified in First Aid and CPR procedures through the American Heart Association. There are also first aid kits, AED’s, and emergency contacts to call if needed.

### **How do I register for Binder Park Zoo Overnights?**

Online registrations are required.

Registration must be received at least 15 business days prior to an available date.

### **What if I have trouble registering online or need to cancel?**

Please notify the Overnight Programs Coordinator as soon as possible if you need to cancel. (269-441-9030 or [overnights@binderparkzoo.org](mailto:overnights@binderparkzoo.org))

