School Group Wristband Payment, Cancellation and Refund Policy
April 3 – June 12, 2020

All students, teachers and adult chaperones will be issued wristbands for admission into the zoo once payment is received. Wristbands serve as your tickets for zoo admission. Everyone is required to wear their wristband upon entering the zoo. Guests who have purchased wristbands may skip the Admission Booth and head straight to the Front Gate of the zoo.

Payment Policy:

- Pre-registration is required at least 3 weeks prior to your visit. A confirmation letter will be sent to you via email once the pre-registration form is received. If you do not receive your confirmation letter within 2 business days, please contact our office at 616-336-4302.
- Mail a copy of your confirmation letter, along with the payment, to John Ball Zoo Education at least 2 weeks prior to your date of visit. Please make checks payable to: John Ball Zoo.
- Wristband packet will be mailed to you once payment is received.
- Confirm the number of wristbands in the package. Any shortages must be reported within 3 business days of receiving the order, otherwise the order will be considered complete.
- To expedite your entry into the zoo, we recommend that all students, teachers and adult chaperones put their wristbands on prior to arriving at the zoo.
- To purchase additional wristbands:
  o When you arrive at the zoo, the lead teacher must check in at the Guest Services desk and give exact count of additional students, teachers and adults. Present one single payment and collect additional wristbands.
  o Adults and siblings not included in teacher’s payment need to be directed to the Admission Booth to purchase wristbands.
  o We do not invoice groups after their visit.

   RESCHEDULE, CANCELLATION AND REFUND POLICY:

- If you need to reschedule your field trip, please contact the Education Department at (616) 336-4302 prior to date of visit. Wristbands are valid for field trips that are rescheduled on or before June 12th, 2020.
- Adjusted Head Counts will be issued a refund up to 10% of total wristbands purchased if unused wristbands are returned on the date of the visit. 90% of your total wristband purchase is non-refundable. No refunds at the Admission Booth. All refunds will be processed through our finance office via the same tender type.
- Wristbands may not be used for individual or family visits.
- Cancellations are non-refundable, unless severe weather related (see severe weather policy below).

   SEVERE WEATHER POLICY:

- In the event of severe weather, cancellations must be made prior to visit and written notification from school administration is required.
- If a refund is granted on wristbands, the complete packet of wristbands must be returned to John Ball Zoo’s Education Department within 7 days of cancellation. Please contact us for more information at (616) 336-4302.

Mail checks payable:
John Ball Zoo
Education Department
1300 Fulton St. W
Grand Rapids, MI 49504

Phone: (616) 336-4302
Email: education@jbzoo.org

Weekday Hours/Adult Rates:

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Hours</th>
<th>Adult Rate</th>
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<tbody>
<tr>
<td>April 3 – April 24</td>
<td>10am-4pm</td>
<td>$11.00</td>
</tr>
<tr>
<td>April 27 – May 15</td>
<td>9am-4pm</td>
<td>$14.00</td>
</tr>
<tr>
<td>May 18 – June 12</td>
<td>9am-6pm</td>
<td>$14.00</td>
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<tr>
<td>Extra Adults April 3 – April 24</td>
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</tr>
<tr>
<td>Extra Adults April 27 – June 12</td>
<td>$14.00</td>
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</tbody>
</table>
John Ball Zoo School Group Drop-off Locations
Spring 2020

**Teachers and Bus Drivers:**
Please use the map below for dropping off students at the zoo.

- **All buses** should enter the eastern-most entrance off Fulton St. to drop off students at the curb by the Administration & Education Building. Buses will be asked to drop-off students and then park in the field as indicated on map.
- **All cars** should enter the eastern-most entrance and park in the main parking lot and walk in the zoo from there.
- Please note that **vehicles are not allowed on the service drives.**

![Map of John Ball Zoo](map-image)

- **Cars Bringing Students Should Park In This Lot.**
- **Buses Park in the Field**
- **Buses Enter Here To Drop Off Students**
- **No Buses Allowed In This Area**
- **Zoo Administration & Education Building (Bathrooms)**
- **Service Drive**
- **Buses** will be asked to drop-off students and then park in the field as indicated.