



Zoomobile FAQs

How far in advance do I need to make a reservation?

-**Minnesota:** Zoomobile programs must be requested at least 2 weeks in advance. For programs taking place between April-October, we recommend you make a request at least 30 days in advance.

-**Wisconsin:** Requests be made at least 30 days in advance because we must secure a special permit to bring animals across state lines.

-**Reservations cannot be made more than 7 months in advance.**

How do I know if my reservation is confirmed?

Step 1: Complete the registration form that's on our website.

Step 2: You will receive and review a price quote via email. Reply to the email with approval.

Step 3: You will receive a confirmation letter and invoice via email.

When do I pay for the program?

Payment is due before or on the date of the program. You will receive an invoice prior to the program.

When will you arrive and what do you need for set up?

The zoo educator will arrive shortly before the program start time and only needs a few minutes to set up. Our animals are usually wheeled in on a cart so please make sure any wheelchair ramps are cleared of snow. No food or drinks are allowed during the program. Please make sure adult chaperones remain present with children throughout the program.

Formal presentations: The presenter will sit on the floor with the animals and will need at least a 6-foot by 6-foot floor area. The audience should plan to sit in a half-circle around the presenter.

Booths: Please have a table and two chairs available.

How far does the Zoomobile travel?

We travel anywhere within 100 miles of Duluth, MN.

Where can the Zoomobile visit?

The Zoomobile can visit schools, libraries, public venues, licensed childcare centers, and licensed in-home daycares. The Zoomobile cannot visit private homes or unlicensed home daycares.

Can the audience touch the animals?

Usually, yes, the audience will be able to touch one animal. Touching is at the discretion of the zoo educator and is based on the comfort level of the animal, the size of the audience, and other factors deemed important to ensure the safety of the animals, zoo educator and audience members.

What is your cancellation policy?

· Zoomobiles canceled at least 10 days before the program date will receive a full refund if payment was made in advance.

· Cancellations made less than 10 days before the program date must be rescheduled at time of cancellation or will be subject to a \$50 cancellation fee.

· All cancellations must go through the Education Department directly by calling 218-730-4500 ext. 205.

· The Lake Superior Zoo reserves the right to cancel a program at any time due to inclement weather.

We will try to notify you at least 24 hours in advance. In the case of cancellation by the Lake Superior Zoo, the program can be rescheduled or you will receive a full refund.