



## Magnetic Hill Zoo's Educational Group Visits (Adopt a Friend Program) FAQ

### Can we cancel or reschedule our trip?

- Yes, you can cancel your self-guided visit for any reason and receive a full refund if you notify us before entering the Zoo. Refunds will not be given after you've entered the zoo, even in inclement weather.
- Yes, you can reschedule your self-guided visit if you notify us before entering the Zoo, and the new date is both available and falls within the allowable time frame for educational group visits.
- Rescheduling guided tours are subject to availability.

### What should we wear?

We strongly recommend that everyone wears weather appropriate clothing and walking shoes that provide good support.

### Do you have lockers or somewhere to leave our belongings?

No, we do not have lockers or classroom space to use for storage. Students are asked to bring only what they need for the day and carry it with them at all times.

### Where can students eat? Can we bring our own food?

- There are picnic tables available and are located just outside the Entrance building, on the back deck of the Entrance building, and near the canteen. These tables are available on a first come, first served basis.
- Students can bring their own food and we encourage the students to pack litter-less lunches/snacks.
- Water and other Pepsi products are available for purchase from several vending machines located around the Zoo.
- The Zoo's canteen is closed due to construction of a new restaurant. The opening date is scheduled for July 2020.

### Can we participate in any hands-on activities with the animals?

- Students can have direct contact with the deer and goats in the animal contact areas from the Victoria Day long weekend onward.
- The feed machines in these areas accept loonies and are available on most fair weather days.

### Can my students shop in the Zoo's gift shop?

Yes, your students can shop in the Zoo's gift shop if the adult chaperones ensure that:

- The students are supervised while in the gift shop;
- The students do not bring their backpacks inside the gift shop;
- There are no more than 10 students in the gift shop at a time;



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- The gift shop will not be used as a hang-out spot.

### **Do we need to pay for parking?**

No, parking is free!

### **Who can I contact if I have more questions?**

- [Zoo.Education@moncton.ca](mailto:Zoo.Education@moncton.ca)