

MILWAUKEE COUNTY ZOO EDUCATION FIELD TRIPS

Frequently Asked Questions (FAQ'S) & Safety Measures

1. If we have questions or concerns, how do we contact the Zoo?

Email: zoo.fieldtrips@milwaukeecountywi.gov

Field Trip Help Line: 414-256-5487

Fax: 414-256-5410

Nicole Schickel: Field Trip Coordinator Email: Nicole.schickel@milwaukeecountywi.gov

Direct line: 414-256-2502

Milwaukee County Zoo

Zoo Field Trip Accounting

10001 W. Bluemound Rd

Milwaukee, WI 53226

2. When is the Zoo open?

January 2nd – February 28th, 2025: 9:30am – 2:30pm Weekdays & 9:30am – 4:30pm Weekends

(Closed New Years Day)

March 1st – May 23rd, 2025: 9:30am – 4:30pm

May 24th – September 1st, 2025: 9:30am – 5:00pm

September 2nd – October 31st, 2025: 9:30am – 4:30pm

November 1st – December 31st, 2025: 9:30am – 2:30pm Weekdays & 9:30am – 4:30pm Weekends

(Closed Thanksgiving & Christmas Day)

3. What admission and parking rates are charged for Zoo Field Trips?

One FREE adult chaperone/teacher admission per 10 students. Additional chaperones/teachers are charged the appropriate adult education rate.

New Chaperone/teachers Policy: All chaperones/teachers listed on the order must be on the bus/buses to receive free admission as part of the 1:10 ratio. Any chaperones/teachers planning on traveling on their own & not riding the bus/buses will need to pay to park \$15 (+ Sales Tax) per car & for their admission (discounted education rates) to the Zoo, no exceptions.

Students with Special Needs (defined in #17) and their chaperone/teacher receive FREE admission.

Parking (year-round)

Car/Van: \$15 Each (+ Sales Tax)

Bus: \$20 Each

Vehicle drop-off: FREE

Milwaukee County School Group Admission

January 2nd - March 31st, 2025

Monday - Friday:

FREE admission with official registration ONLY. (Milwaukee County school students)

Additional chaperones/teachers (when 1:10 ratio is exceeded): \$13.50.

Weekends:

Grades 8 and below: \$10.50

Grades 9 and above: \$13.50

Additional chaperones/teachers (when 1:10 ratio is exceeded): \$13.50.

April 1st - October 31st, 2025

All Days (except Wednesday):

Grades 8 and below: \$10.50

Grades 9 and above: \$13.50

Additional chaperones/teachers (1:10 ratio exceeded): \$13.50.

Wednesdays:

Grades 8 and below: \$9.00

Grades 9 and above: \$11.50

Additional chaperones/teachers (when 1:10 ratio is exceeded): \$11.50.

November 1st - December 31st, 2025

Monday - Friday:

FREE admission with official registration ONLY. (Milwaukee County school students)

Additional chaperones/teachers (when 1:10 ratio is exceeded): \$13.50.

Weekends:

Grades 8 and below: \$10.50.

Grades 9 and above: \$13.50.

Additional chaperones/teachers (when 1:10 ratio is exceeded): \$13.50.

Non-County School Group Admission

January 2nd - December 31st, 2025

All Days:

Grades 8 and below: \$11.25.

Grades 9 and above: \$14.25.

Additional chaperones/teachers (when 1:10 ratio is exceeded): \$14.25.

4. Are any other discounts, promotions, or membership benefits valid for Field Trip Groups?

No

5. Are any other groups besides schools eligible to receive reduced admission for Field Trips?

Yes, licensed child-care centers and homeschools also qualify.

6. How do homeschooled students receive reduced admission rates?

Homeschool educators must show a copy of their PI1206 form and identification at the Zoo admission gates. Chaperones/teachers are charged the appropriate adult education rate. Homeschools are also eligible to purchase and utilize Zoo Pass Memberships.

7. How do I register my group for a Zoo Field Trip?

All education field trips must preregister and purchase tickets through the Milwaukee County Zoo website. <https://shop.milwaukeezoo.org> and select Field Trips on the toolbar. A user/email linked directly to your school will need to be created to allow you to register your group.

8. If I cannot find my school or center, how is it added to the system?

Most schools in Wisconsin have been preloaded into our system. If not, there is a <https://app.smartsheet.com/b/form/ee8cb27753244bc192c83c57648d0e3d> form available online to submit to the Zoo. Please allow up to 1 week for new education customers to be added to the system.

9. When can I register for a Zoo Field Trip?

Anytime during the calendar year of your expected visit (and group is registered into the system). Rates are subject to change annually so this could cause a delay accessing next year's dates for reservations. 2025 dates are currently available.

10. When is payment due for a Zoo Field Trip?

Payment and final attendance adjustments must be completed at least three (3) weeks in advance of your expected visit date.

11. What type of payments are accepted by the Zoo?

Credit card (Visa, MasterCard, Discover, and American Express)

School checks payable to: Milwaukee County Zoo. Personal checks are not accepted.

12. Are reservations able to be changed or refunded?

Additional group members: Yes

Refunds: No

Prior to payment: The system will allow for the use of the “Manage Field Trip” tab to modify attendance numbers.

After payment is received: Refunds or reductions to orders are not allowed. Minimal additional guests can be added and paid upon arrival.

Reservations saved but unpaid, can be cancelled by contacting the Zoo.

Visit dates cannot be changed on saved or paid bookings/orders.

13. When are additional attractions generally open?

Memorial Day - Labor Day:

Train, Carousel, and Special Exhibit tickets are available for purchase when the Field Trip is booked, or they can be purchased on-site if the rides/attractions are open for the day. All rides/attraction tickets are non-refundable, and their operation is weather dependent.

14. Where does our group pickup our prepaid attraction tickets.

Attraction tickets paid for in advance will be available for pickup at the Zoo Administration desk inside the US Bank Gathering Place on the date of your visit. The registered on-site chaperone can pick up the tickets with identification.

15. What happens if we purchase additional attraction tickets, and the venue is closed?

Tickets are valid for up to 12 months to accommodate venue closures.

16. How do we register for education programs?

Please register for education programs PRIOR to completing your Zoo Field Trip registration. Contact the Zoological Society Conservation Education Department. Go to www.zoosociety.org and click on “Education” for more information.

Phone: 414-258-5058

Hours: Monday - Friday, 8:15 am – 3:45 pm

17. How are special needs defined when qualifying for free admission?

Students with special needs are defined as students unable to function independently.

18. What type of documentation is required to complete the verification of students with special needs and their chaperones?

A verification/testimonial letter from the principal/center manager, identifying the quantities of qualified students, along with the number of chaperones needed, and parking for their specialized cars/vans. The letter needs to reference the applicable Order I.D. number. The letter must be submitted to the Zoo at least three weeks in advance to complete the confirmation process.

19. On date of visit, what documentation is required to present to the Zoo Admission Gates?

EACH vehicle (bus/car/bus) is required to present a copy of the confirmation letter/ Order ID with QR code to the Zoo Gate Attendant these are your tickets to enter the Zoo. The confirmation sheet/ Order should list the actual quantities by visitor type in that vehicle.

Note - quantity changes can result in payment required at the admission gate.

20. What expectations does the Zoo have regarding chaperones?

Chaperones/ teachers must stay with their students throughout their Zoo visit.

Are there any items that are not allowed in the Zoo.

The following items are prohibited at the Zoo and subject to removal:

Pets

Roller skates/ roller blades

Heelys

Skateboards

Glass

Scooters

Audible music devices

Items deemed disruptive to the animals.

Smoking, including smokeless devices, are not allowed anywhere on Zoo grounds.

21. What options are available for lunch at the Zoo?

Groups may leave lunches on the bus or carry them in backpacks. Indoor and outdoor seating are available on a first-come first-serve basis. To reserve a picnic site please contact the Group Sales Department at 414-256-5430.

22. If an item or someone in our group is lost, can the Zoo provide any assistance?

Yes – Zoo staff and/or Zoo security will aid. Please contact Zoo Administration at 414-771-3040 or any employee in the park with a radio can also assist.

23. Does the Zoo have any suggestions on meeting your bus at the end of your visit?

When preparing to meet your bus(es) and leave the Zoo, please do not arrive, or wait inside the U.S. Bank Gathering Place any more than 20 minutes prior to your departure. This will minimize overcrowding by school groups. A sign should be placed in the front corner of each bus with the name of your school to assist your group and the Zoo to locate and load your bus.

24. What if I need medical attention during my visit?

If you feel ill once you are at the Zoo, go to the First Aid station near the Zoo Administration Office or call 414-771-3040 for assistance. You and your party may be asked to move to a special area within the Zoo for further assessment.