Saint Louis Zoo Outreach Program Agreement

- 1.) CONFIRMATION: Upon speaking with the outreach coordinator, or designated representative, the Zoo will hold your agreed upon program date(s) and time(s) for no more than 7 days, until we receive a copy of this signed agreement either by fax, email, mail, or dropping off agreement to our office. By signing, you are stating you agree with the terms. Once the agreement is received, the program will be booked and an invoice sent. Please see #8 for payment policies.
- **2.) PROGRAM LOCATION:** For the safety and well-being of the live animals, we must be indoors in a temperature-controlled (i.e. air conditioned/heated) building. We must be in a secured room, not a public place like a lobby or hallway. Examples of approved spaces include: classrooms, libraries, theaters, cafeterias (with no food or drink present), and meeting rooms.
- 3.) GROUP SIZE: Our minimum group size is 10, with a maximum group size of 30 (children and adults). For programs for children with special needs, the minimum group size is eight, with a maximum of 16. Larger groups may schedule an assembly program. Our programs are designed to be an enjoyable, interactive learning experience. If the outreach instructor arrives at your location and the number of participants exceeds the number booked and the instructor feels that the program cannot be safely or effectively delivered, he or she may return to the Zoo without presenting the program. No refunds will be issued.
- **4.) PARTICIPANTS, SAFETY, and LIVE ANIMALS:** For groups of 10-30, audience participants can touch select animals. For groups larger than 30, we can bring live animals for participants to observe, but not to touch. Outreach Instructors must adhere to specific animal handling policies and guidelines to ensure the safety and well-being of the animals. If at any point an outreach instructor feels the safety or well-being of the animal is threatened, he or she can declare "no animal touching" regardless of group size. For health and safety reasons the minimum age for preschool programs is 2 years of age.
 - The Saint Louis Zoo adheres to the Association of Zoos and Aquariums Animal Contact policy, which recognizes that there is some risk of disease transmission anytime humans and animals come in contact. As an institution, we do our best to minimize those risks through preventative exams and vaccines, responsible hand washing, and excellent animal management and care. During the educational programs, hand sanitizer will be provided after contact with animals.
- 5.) SUPERVISION: A minimum of one adult chaperone per group of 30 is recommended for all youth programs. Adult supervisors must remain with the students throughout the program(s). For childcare facilities, we do require that adult/child ratios be maintained at all times during the program(s). See Missouri Code of State Regulations 19 CSR 30-62.112 Staff/Child Ratios or Illinois Administrative Code Licensing Standards for Day Care Centers Section 407.190 Grouping and Staffing. Outreach staff may ask chaperones to help with classroom management, to aid in program activities, and help students with proper animal touching/hand sanitizing.
- **6.) PROGRAM SCHEDULES:** When you receive your invoice, please check all dates and times to ensure accuracy. If there is a conflict, please contact the Outreach Coordinator immediately. The day of your program(s), the instructor(s) will make every effort to arrive 5-15 minutes early before the program start time to set up. The program will begin and end promptly on time, as the



animals are limited in how long they may be away from the Zoo. If there is unanticipated traffic and the instructor may be late, he or she will contact you at the phone number provided.

- **7.) FOOD AND BEVERAGES:** There can be no food or beverages, except for water, present during the programs.
- **8.) PAYMENT OF AMOUNT DUE:** Advance reservations and full payment of any fees are required for all programs. A minimum of eight weeks' notice is required for all programs, if paying by check. Full payment is due 30 days from invoice date. If your payment is not received within 30 days, your program will be canceled. Programs scheduled with less than eight weeks' notice, with a minimum of four weeks, require full credit card payment at the time of scheduling.
- **9.) TRANSFERS:** Please schedule programs carefully. Program transfers may be requested based on our ability to reschedule you. Transfers are determined by space availability. A \$5 transfer fee will be charged per program for the first transfer date. A \$10 transfer fee will be charged for additional transfers. Transfer fees must be paid with credit card at the time requested. We cannot accommodate same day or next day transfers.
- **10.)CANCELLATIONS:** Please notify the Education Department at (314) 646-4544 or the Outreach Coordinator at (314) 646-4754 immediately if you need to cancel your program(s). A full refund will be issued for programs canceled four weeks prior to scheduled program, minus a \$5 cancellation fee per program. A 50% program fee refund will be issued for notifications two four weeks prior to the program date. There is no refund for groups that cancel with less than two weeks' notice. In the event that your organization and/or the Zoo is closed the day of your program, due to weather, we will try to reschedule your program or issue a full refund.
- **11.) EXTREME WEATHER:** Extreme weather conditions including but not limited to: excessive hot or cold temperatures, severe weather, or dangerous driving conditions, restrict our ability to transport live animals. In the event that a program must be cancelled due to weather, or other circumstances beyond the control of the Zoo, the Outreach Coordinator will work with you to reschedule or issue a full refund for the program.

The full, signed agreement may be faxed, emailed, mailed, or dropped of the Education Office (lower level of The Living World) to the Zoo:

Saint Louis Zoo
Education Department, Outreach
One Government Drive
Saint Louis, MO 63110

Fax number (314) 646-5535 Attn: Outreach Email: outreachrequests@stlzoo.org

Agreement is due within 7 calendar days of putting program dates on hold.



To be completed by customer:

I have read and agreed to the information stated in this agreement. If I am booking programs for multiple teachers/leaders, I understand that I am responsible for communicating the above information to them.

Booking organization name:	
Date(s) and time(s) of programs:
Printe	d Name:
Signed	Name:
Date: _	
Please	answer the following questions to assist us with logistics the day of your program:
-	Is your location visible from the main road? Is it within another building?
-	Are there any stairs we need to navigate in or outside the building? Is an elevator available?
-	Is there anything special we need to know about where to park (i.e. – street parking or street cleaning day, in the side lot, paid parking, etc.)? If you are located on a large campus, please provide a parking map.
-	Are there any animals on site (dogs, hamsters, frogs, etc.)? If so, what type?
-	Do you anticipate having any sort of 'media' cover the program and if so, who?
-	Do you have a blank wall or screen that we can project on to (applicable only to certain programs)?

