

# **DENVER ZOO: REOPENING SAFELY**

*Everything We're Doing to Keep Our Guests,  
Employees, Volunteers + Animals Safe*

**SPRING 2020**



# WELCOME BACK, FRIENDS!

**As the city's most beloved gathering place,** Denver Zoo is thrilled to welcome back the wonderful community of friends and neighbors who stood loyally by our side while we were #closedbutstillcaring.

So, as we reopen our doors, we are obligated to protect this community. The health and safety of our guests, staff and the animals that call our beautiful 80-acre campus home is absolutely paramount.

With this in mind, Denver Zoo has made widespread operational changes to ensure that we can continue to responsibly connect you with the wonders of wildlife. We ask that you review them prior to your visit. On behalf of myself and every member of the dedicated Denver Zoo team, thank you for your support.

**“ The health and safety of our guests, staff and the animals is absolutely paramount. ”**

In Gratitude,



**Bert Vescolani**

President/CEO

A handwritten signature in black ink that reads "Bert Vescolani".



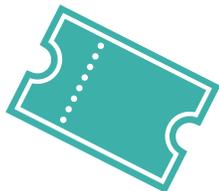


# **OUR SAFETY** **STRATEGY**

**Denver Zoo is incredibly grateful for your support.** Here is a quick overview of the changes we're making on campus—along with a few things we'll be asking of our community in the coming months. Together, we can navigate the changes, both small and large, that help to keep each other safe and healthy.



# CAMPUS CHANGES



**TOUCHLESS TICKETING:** All tickets must be purchased online at DenverZoo.org. Tickets will not be available for purchase at Denver Zoo. Online tickets are required for all guests including members (free) and children two and under (free).



**LIMITED + TIMED ADMISSIONS:** To support safe physical distancing, Denver Zoo will be limiting the number of visitors per day. Additionally, timed tickets with staggered 15-minute entry windows will limit the total number of guests entering the Zoo at any one time. Admission lines will also be marked for distancing.



**CASHLESS CAMPUS:** To limit person-to-person contact, Denver Zoo will be restricting payments to cards only and will not be accepting cash. Guests paying with debit or credit cards will be asked to swipe their own cards.



**ONE-WAY CAMPUS:** Denver Zoo has created a one-way path around the entire campus that allows guests to view a majority of our animal habitats and gardens while maintaining six feet of safety. A "short cut" highlighting a smaller section for shorter visits is also available.



**SANITATION PROTOCOLS:** High-touch surfaces, including restrooms, are being disinfected frequently on a set schedule. Some high-touch surfaces, like restaurant tables and chairs, are cleaned immediately after use.



# CAMPUS CHANGES



**HAND-WASHING STATIONS:** Hand sanitizer and hand-washing stations have been placed throughout campus—including at restrooms, the entry and exit, the entry and exit doors of all buildings and all dining areas. Please use them.



**RENTAL UPDATES:** If someone in your party needs a wheelchair, you may reserve one when purchasing tickets online. They are sanitized after each use. Please bring your own stroller or wagon.



**APPS, NOT MAPS:** We're trading paper maps for the interactive digital map on our FREE Denver Zoo mobile app—this helps reduce the transfer of germs and is better for the planet, too. Download our app prior to your visit, and use it to navigate, and even get the inside scoop on your favorite animals!



**A NOTE ABOUT COMMUNITY ACCESS PROGRAMS:**

*We are committed to our community, and to providing access for all. A limited number of complimentary tickets will be available for reservation for select community programs daily. SNAP is not accepted until August 2020, following our normal schedule for this program. Five by Five pass holders, as well as guests with complimentary tickets issued by Denver Zoo, may reserve complimentary timed tickets. Guests using complimentary timed community tickets will be required to show proof of program at the gate.*



# GUEST RESPONSIBILITIES

**WELLNESS RESPONSIBILITY:** If you or a family member feel sick, we ask that you respect the safety of others (including our animals) and stay home. We look forward to welcoming you when you're feeling better!

**PERSONAL PROTECTIVE EQUIPMENT (PPE):** As mandated by the City and County of Denver, all guests ages three (3) and over are required to wear a mask or face covering. Guests without masks will not be admitted.

**SIX FEET OF SAFETY:** All guests are required to maintain a physical distance of at least six (6) feet from guests, other staff members and volunteers.

**SAFETY RESPONSIBILITY:** Please respect the one-way traffic flow and remain on approved pathways.

**SANITATION RESPONSIBILITY:** Please wash your hands often, and avoid touching your face and other surfaces.



# ZOO ATTRACTIONS, EXHIBITS + ENCOUNTERS

***Regularly scheduled Animal Demonstrations and Encounters have been modified to minimize contact and provide for physical distance.***

The new outdoor touch tank, Stingray Cove™, is **OPEN**. However, in accordance with state and local health mandates attractions such as Conservation Carousel, 4D Theater, and Denver Zoo Railroad, Presented by Union Pacific Railroad are closed for your safety.

***We have added porta-potties throughout the Zoo for your convenience.***



# SHOPPING + DINING



**GIFT SHOP:** Denver Zoo's primary gift shop, Kibongi Market, will remain open with safety modifications—including one-way traffic flow, distanced displays and available hand sanitizer. Guests can also purchase anytime from our online gift shop and have purchases shipped.

**FOOD + BEVERAGE SAFETY:** We have modified our food and beverage service to provide you with utmost safety and peace of mind. In addition to complying with all government-mandated COVID-19 safety procedures with regard to the preparation and service of all food and beverage items, Denver Zoo offers:

- Mobile ordering via Denver Zoo's website
- Grab-and-go food and beverage options throughout campus
- Pre-packaged food and beverages with tamper-resistant labeling
- Outdoor dining spaces with required physical distancing guidelines
- Freedom to bring own food and beverage (no glass containers/alcohol)
- Ability to picnic on Zoo grounds, within physical distancing guidelines





# ZOO PROGRAMS

**SUMMER SAFARI CAMP:** As state and local guidelines surrounding COVID-19 have evolved, so has our realization that the spirit of connection and discovery that defines our Summer Safari experience could not be safely achieved this year. All families are welcome to receive a full refund, or donate all or part of their camp fees to the Zoo's emergency fund. We have attempted to contact all parents to refund camp fees.

**Please contact us at 720-337-1400** with your confirmation number if you have not received a call.



# EMPLOYEE SAFETY PROCEDURES



## **TEMPERATURE SCREENING:**

All Denver Zoo employees will have their temperatures checked prior to starting work.



## **PERSONAL PROTECTIVE EQUIPMENT (PPE):**

All Denver Zoo employees are required to wear masks at work.



## **SAFETY + SANITATION TRAINING:**

All Denver Zoo employees have received safety + sanitation training, and are required to follow strict protocols in order to maintain the safety of everyone on campus—including our animals.



## **SIX FEET OF SAFETY:**

All Denver Zoo employees are required to maintain a physical distance of at least six (6) feet from guests, other employees and volunteers.





*All guests who purchase tickets to Denver Zoo acknowledge they understand the nature of the activity and hazards associated with the activity and that if they believe conditions are unsafe for themselves or their child, they will immediately discontinue participation. They fully understand that this activity involves risks of bodily injury which may be caused by my own actions or inactions, or the actions of others. They fully accept and assume all such risks and all responsibility of losses, including all risks related to exposure to COVID-19.*