

Frequently Asked Questions about Field Trips

Do we need to book our trip in advance?

Reservations are recommended to ensure that the park is not overcrowded on the date of your visit. Please call (229)430-5277.

How many chaperones should we bring?

Please bring one adult chaperone for every 5 to 8 students. Chaperones should know your educational goals for the field trip, be able to guide the children's behavior, and remain with students at all times.

Where can we eat lunch?

You may order box lunches or have students bring sack lunches. Plan to store sack lunches on your bus and eat in the front of the park. Outside food is not allowed inside the zoo.

If eating sack lunches in the front of the park, park pavillions (covered picnic tables) may be reserved by calling (229)430-5277. Uncovered picnic tables cannot be reserved in advance, and their use is based on a first-come, first-served basis.

If ordering box lunches from the zoo's concessions, call (229)430-5277 for details. Orders must be placed at least 48 hours in advance and must be paid for on the day of your visit.

Will the train be running?

The train does not run during the winter and early spring. **[Click here \(train information – currently on the Plan Your Visit page\)](#)** for more information about the train schedule and pricing. The train fees can be added to the entry fee for ease of payment – just ensure that the front ticket booth attendant is aware of your plans to ride.

Can we feed the animals?

The zoo carefully chooses animal food to provide only the healthiest, most nutritious diets. Leave bread, crackers, lettuce, and other items at home. Help us keep our animals on healthy diets by not feeding them.

Can we have up-close animal encounters?

Chehaw's Education Department does offer Park Programs for an extra fee. They are a 30-minute live-animal educational program presented in the Hoots and Scutes

Amphitheater. Park programs can accommodate up to 100 participants and must be booked at least 2 weeks in advance. **[Click here \(park programs section – currently reached through the education page\)](#)** to reserve your Park Program today!

How can I make my field trip meet GPS requirements?

Our **Park Programs (please hyperlink to the park programs section – currently reached through the education page)** meet a wide variety of the GPS requirements. For more information on the standards that each program covers, **[click here \(GPS section – currently reached through the education page\)](#)**.

How long should we plan to stay at the zoo?

Allow at least 1.5 hours for the zoo portion of your visit. Add extra time if you've arranged a Park Program or have planned activities for your class.

Don't forget to plan for time to enjoy a train ride and/or play at the Play Park.

Reminder for Park Program Participants: Plan on arriving at Chehaw at least 20 minutes before your scheduled program time to ensure an on-time arrival at the Hoots and Scutes amphitheater. If you are more than 15 minutes late to your program, it will be cancelled.

What are Chehaw's expectations for my students' behavior?

To better enjoy the zoo animals and observe nature, your group needs to walk, remain on designated paths, throw trash in the proper trash receptacles, and use their "indoor voices" even though they are outside.

Remind your group that they are visiting the animals' home and they need to be treated with respect, which includes no yelling or throwing objects at the animals.

Explain and model the good behavior you want to see from your students at the zoo. Remember to be considerate of other zoo visitors.

How can we pay?

Please have your payment and head count ready to speed your entry into the park. Discount rates are available for groups with 25 or more children. **[Click here \(group pricing information – currently on the Plan Your Visit page\)](#)** for details and prices. Payment can be made by school check, personal check, purchase order, or VISA/MasterCard/Discover. Groups receiving discounted rates must pay in one lump sum and enter together. Bus drivers are free.

Can I receive a refund if I bring fewer students than originally planned?

Please be aware that we are unable to process refunds for any overages on a pre-issued check or for any trips shortened due to inclement weather.

Gift Shop Treasures

Chehaw's Gift Shop offers souvenir Treasure Bags as a convenience to teachers and students. Order Treasure Bags at least two weeks before your field trip, and we'll have them waiting for you on the day of your visit. Treasure Bags contain student favorites like pens, pencils, stickers, tattoos, fans, erasers, plastic animals, and more. To order, call (229)430-5277.