



## Zoo Outreach Program Agreement Acknowledgement

### Program Rules and Regulations

- Columbian Park Zoo reserves the right to substitute animals, presentation themes or program inclusions as needed without prior notification. If a program comparable to the original reservation is not available, we will offer cancellation with refund or a reschedule opportunity.
- **Participation is limited to 25-30 total individuals per presentation (25 for Animal Tales, 30 for Zoo-to-Yous, Focus Chats, Learning Labs, and Library Programs).** This includes facility staff. It's the facility's responsibility to monitor attendance/limit participation for the duration of the program to ensure compliance for the safety and wellbeing of the animals as well as quality of the program. Failure to adhere to this maximum may result in cancellation or early termination of your scheduled presentation without refund at the Zoo's discretion. The contact person for the reservation, or a knowledgeable designee, should be available to liaison with zoo staff upon arrival, and should remain present through the duration of the program to monitor participants.
- The presentation space must be suitable for the safety of all persons and animals involved.
  - The presentation space and access areas must be indoors, and climate controlled to remain between 65 – 80 degrees Fahrenheit. Please consider the impact of fans or air vents when selecting a presentation location.
  - The presentation space must be free of excessive noise, vibrations, smoke or fumes, including scented air fresheners/candles/etc. which can cause respiratory distress in sensitive animals and/or elicit unwanted behaviors.
  - The presentation space must be large enough for the presenter to move around safely with animals in hand, and to respect participants' comfort levels. The Zoo will not perform presentations in hallways, lobbies or other transitional spaces that may impede emergency egress or result in interruptions that negatively impact your program quality.
  - Food service should not take place during a live animal presentation. It is the facility's responsibility to sanitize multipurpose spaces, tables or equipment after the presentation and before any food service resumes.
- Program participants are expected to remain reasonably quiet and calm and to follow all behavioral guidelines provided by the presenter. Children in attendance must be accompanied by an adult. All bodies present for the program will be included in the participant count, including infants and toddlers. Staff are expected to behave in a way that is respectful and supports the quality of the program.
- Animal contact opportunities are typically included but cannot be guaranteed.
  - Contact opportunities will be included when safe and appropriate, at the presenter's sole discretion. Presenters are empowered to alter, restrict or eliminate animal presentation and/or contact opportunities if safety concerns arise. Please note that

children under the age of three may need assistance in touching opportunities. Please consider this when determining your participant parameters for your program.

- Whenever there is contact with animals there is an inherent risk of bites, scratches or exposure to animal-borne pathogens. Although generally low with professional zoo programs like Animal Tales, immunocompromised individuals may be at increased risk. We recommend reviewing CDC guidelines and all facility policies prior to making a reservation.
  - An alcohol-based hand sanitizer will be distributed at the conclusion of the presentation, or more frequently. We strongly recommend that all individuals who touch animals complete soap-and-water handwashing afterwards.
  - If your facility rules prohibit contact with animals or certain kinds of animals (for example reptiles) for all or any portion of your participant group (for example due to age, immunocompromisation, parent permissions, allergies, etc.) it is the responsibility of the facility staff in attendance to communicate with the Zoo presenter and ensure adherence. Zoo staff will offer contact opportunities to all individuals when safe and appropriate, unless directed otherwise.
- The facility assumes a reasonable risk of damage to its property from the presence of live animals, which could result from animal defecation/urination, scent-marking, scratching, etc. Columbian Park Zoo will make every effort to avoid damage to the facility and its property through responsible and responsive animal handling.

## Payment Policies

- Your facility must have a signed **Zoo Outreach Program Agreement** on file prior to reserving an appointment. This agreement must be renewed on an annual basis, or more frequently if terms change.
- We do not hold appointment times. Your appointment is not secured until officially registered and confirmed by Zoo staff.
- We will invoice you by email, typically 5-7 business days before your scheduled appointment. For those that book multiple visits at the time of reservation, your invoices will be generated within 5-7 business days before each scheduled visit date.
  - We will supply your invoice to the person you designate at the time of reservation (either the contact person on the reservation or a designated accounting representative, or both). Invoices can be re-sent at any time, per the facility's request.
  - A W-9 will accompany each invoice, as an attachment to the email.
- Payment is due 30 days after the presentation takes place, unless special arrangements have been made by your facility.
  - Payment can be made by check or credit card. We do not accept ACH direct deposit payments.

- Check payments must be made out to Lafayette Parks and Recreation or Columbian Park Zoo. You must include either your invoice number or the date of your program. Checks made out to the wrong payee or in the wrong amount will be returned for reissue.
- Payments more than 90 days past due may result in a non-refundable \$50 Late Payment Fee applied to your account, and the cancellation of upcoming appointments. Accounts in 90+ day delinquent status must be brought up to date before new appointments will be accepted.
- CANCELLATION POLICY: Notification of cancellation should be made by emailing [zooeducation@lafayette.in.gov](mailto:zooeducation@lafayette.in.gov). Cancellations received at least 48 hours in advance of the appointment's start time will be voided or refunded. Cancellations made within the 48-hour window may be subject to a \$25 Late Cancellation fee, assessed separately or deducted from any due refund. Columbian Park Zoo reserves the right to cancel a reservation, or terminate a presentation early, without refund, if program rules and regulations are not followed. The Zoo reserves the right to cancel a program, at its sole discretion, due to inclement weather which would compromise the health or safety of the animals and/or Zoo staff members or program participants. In the event of cancellation for inclement weather, at the Zoo's discretion, the Zoo will work with you to reschedule, offer a refund or other alternate solution.



## Zoo Outreach Program Agreement Acknowledgement

Facility Name \_\_\_\_\_

Physical Address \_\_\_\_\_

Phone Number \_\_\_\_\_

Parent organization/corporation, if applicable \_\_\_\_\_

**On behalf of the facility listed above, I acknowledge that I have read, understand and agree to abide by the Columbian Park Zoo's Zoo Outreach Program Agreement. I further agree to indemnify, protect and hold harmless the Parks Department and its personnel from any claim or liability, however caused, as a result of the facility's participation in Columbian Park Zoo programs.**

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Printed Name*

\_\_\_\_\_  
*Job Title*