ESSENTIAL INFORMATION

Open: Monday, Wednesday, Thursday, Friday, Saturday and Sunday
Free Lucas County Admission on Mondays- Lucas County residents receive free Zoo admission from 10 a.m. - noon with valid proof of residency.
Closed: Tuesday for thorough deep cleaning
Gate hours: Mon. 10 a.m. – noon, park closes at 2 p.m.
Wed. – Sun. 10 a.m. – 4 p.m., park closes at 5 p.m.
Open to Toledo Zoo members and general admission

The Toledo Zoo & Aquarium will open to members and general admission guests with modified operations and elevated safety procedures on July 1, 2020. Please note the increased number of exhibits and amenities that will be available to Zoo guests on the re-opening guide and digital map.

The Toledo Zoo will manage the traffic flow and limit the number of guests in the park. Reservations are not required. The Zoo will restrict in-park attendance to 50% of standard outdoor capacity and, based on current state guidelines, restrict capacity at our indoor buildings. We will also strongly encourage online ticket sales and minimal contact transactions for all purchases.

Guest & Employee Safety
• For the safety of our staff, guests and animals, and in accordance with new Toledo Municipal Code 521.12, The Toledo Zoo REQUIRES protective face coverings for all guests over the age of 2 to enter all indoor venues and in outdoor areas where social distancing of 6ft is not possible. Exceptions permitted for those with specific health or safety considerations. For more information please click here. This change is effective Monday, July 13, 2020.
• Employees are to wear face coverings at work; exceptions may be made for specific areas where wearing face covering is against the best practice of the industry or the job.
• Employees and guests will be instructed to stay home if they have a fever, cough, shortness of breath, or other known symptoms of COVID-19.
• Guests and employees will be advised to practice physical distancing by standing at least six feet away from other individuals not traveling with them while moving around the property. Visual markers will be placed around the Zoo and additional staff will be assigned to areas of potential concentration (such as queue lines) to supervise compliance.
• Hand sanitizers and hand washing stations are available throughout Zoo grounds.
• 2-way and 1-way traffic patterns have been implemented to encourage social distance.
• Pedestrian bridge open with two lanes marked. Tunnel will remain closed.
• We have increased the number of outdoor seating. Tables and benches are placed at appropriate physical distance (six feet between family groups).
• To guarantee the safety of all food and beverages consumed at the Zoo; No outside food and beverage except required medical items and baby formula will be permitted. Picnic tables are located outside the Zoo and families can enjoy bringing their lunch to eat outside during their visit. All Zoo members receive 10% discount on food and beverage. Free cups of water are available at all open concession stands.

Parking
• All must park and enter through Anthony Wayne Trail. Broadway parking and entrance will remain closed.
• When possible, guest are encouraged to park in every other spot to maintain social distancing.

Concessions / Retail
• Outdoor concessions and retail locations are available (refer to re-opening guide and digital map).
• Counters, cash registers and touch points to be sanitized frequently.
• Protective plexiglas screens are installed at all cash registers.
• Strollers, wagons, wheelchairs, motorized scooters are available for rent at Bear Essentials and will be sanitized before and after each rental.
AFRICA!
Open: During Zoo hours, Train
Closed: Giraffe Indoor Viewing, Carousel
Animals: Masai giraffes, watusi cattle, ostriches, cheetahs and more

Please maintain social distancing of six feet between guests.

TOWER RIDGE GIRAFFE FEEDING EXPERIENCE
Open: During Zoo hours
Animals: Giraffe Feeding Experience (paid, seasonal)

Please maintain social distancing of six feet between guests.

ARCTIC ENCOUNTER
Open: During Zoo hours with one-way traffic pattern
Animals: Seals, polar bears
Nearby: Northern Ice, Bear Essentials

Please maintain social distancing of six feet between guests.

WOLF CABIN
Closed
Animals: Grey wolves
Nearby: Karoo Snack Stand

THE RESCUE ROOST
Open: During Zoo hours
Animals: Bald Eagles
Nearby: Dippin Dots Cart

Please maintain social distancing of six feet between guests.

AQUARIUM
Open: During Zoo hours with one-way traffic pattern
Animals: Fish from around the world, sharks, rays, sea turtle and Touch Tank
Nearby: Southside Grille

Please maintain social distancing of six feet between guests.

AVIARY
Open: During Zoo hours with one-way traffic pattern
Animals: Birds from around the world, sloth and bird feeding experience (paid, seasonal)
Nearby: Dippin Dots Cart

CASSOWARY CROSSING
Open: During Zoo hours
Animals: Cassowaries
Nearby: Dippin Dots Cart

Please maintain social distancing of six feet between guests.

FLAMINGO KEY
Open: During Zoo hours
Animals: Flamingos, Spoonbills, ducks and pelicans
Nearby: Polar Chill, Dippin Dots Cart

Please maintain social distancing of six feet between guests.

GALAPAGOS GARDEN
Open: During Zoo hours
Animals: Galapagos tortoise summer outdoor viewing
Nearby: Southside Grille

Please maintain social distancing of six feet between guests.

KEET RETREAT
Closed
Bird feeding experience (paid, seasonal)
Nearby: Dippin Dots Cart
**ZIEMS CONSERVATORY**
Closed
Galapagos tortoise winter viewing
Nearby: Southside Grille

**PRIMATE FOREST**
Open: Outdoor viewing
Closed: Indoor viewing
Animals: Lemurs, monkeys, gibbons, red pandas and more
Nearby: Beastro Beer & Wine Garden

**PROMEDICA MUSEUM OF NATURAL HISTORY**
Open: During Zoo hours with one-way traffic pattern
Closed: Nature-in-Hand, Sturgeon Touch Tank, Hellbender Crawlspace
Animals: Komodo dragon, coconut crab, prehistoric sculptures and Sturgeon Touch Tank

**REPTILE HOUSE**
Open: During Zoo hours
Animals: Snakes, lizards, saltwater crocodile and more

**SPLASH PAD & PLAYGROUND**
Open: During Zoo hours

**TEMBO TRAIL**
Open: During Zoo hours with one-way traffic pattern
Closed: Elephant indoor viewing
Animals: African elephants, hippos, rhino, meerkats, otters, Tasmanian devils, yaks, camels and brown bears
Nearby: Dippin Dots Cart

**EXHIBITS: SOUTH SIDE**

**GARDENS**
Open: During Zoo hours
Formal, vegetable and rose garden landscapes
Nearby: Southside Grille

**GREAT APES**
Open: During Zoo hours with one-way traffic pattern
Animals: Western lowland gorillas, orangutans
Nearby: Southside Grille

**NATURE’S NEIGHBORHOOD**
Open: Stream
Closed: Indoor viewing
Animals: Tamandua, paca and more

**TIGER TERRACE**
Open: During Zoo hours
Animals: Amur tigers, snow leopards, dingos, cavy

**PENGUIN BEACH**
Open: Deep water and Aquarium deck viewing
Closed: Walk-thru
Animals: African Penguins and waterfowl
Nearby: Southside Grille

**PHEASANTRY**
Open: During Zoo hours with one-way traffic pattern
Animals: Outdoor viewing of birds

**BARNYARD**
Open: During Zoo hours
Animals: Mangalitsa pigs, goats and alpacas
Nearby: Beastro Beer & Wine Garden
**Custodial Staffing Daily**

i. Four dedicated staff members will be scheduled daily to clean public restrooms.

**Tuesday while closed to the public**

i. Deep cleaning will be completed on every public restroom.
   1. Restroom cleaned and sanitized top to bottom including frequent touch points.
   2. Supplies will be checked and changed as needed.

**Monday, Wednesday, Thursday, Friday, Saturday, Sunday**

i. Deep cleaning will be completed on every public restroom prior to opening after 10 a.m.
   1. Restroom cleaned and sanitized top to bottom including frequent touch points.
ii. Restrooms available to the public will be separated into two restrooms per routine.
   1. Phase 2 available restrooms
      a. Entry Plaza, Arctic and Africa
      b. Tembo Trail and Museum
      c. Aquarium, Lodge and Great Apes
iii. Each restroom will be cleaned once every hour.
   1. During hourly cleanings, frequent touch points will be cleaned and sanitized and supplies will be restocked as needed.
   2. Frequent touch points in restrooms include but are not limited to:
      a. Light switches
      b. Door handles
      c. Sinks
      d. Mirrors
      e. Garbage cans
      f. Faucet handles
      g. Stall locks
      h. Stall doors
      i. Toilet paper dispenser
      j. Soap dispenser
      k. Toilet handles
      l. Hand dryers
      m. Handicap wall mounted assist handles
      n. Baby changing tables
      o. Sanitary boxes
      p. Foot- door openers
      q. Purse hooks
      r. Miscellaneous

i. Special foot-door openers have been added to restrooms where applicable so that doors can be opened with a foot instead of door handle.
ii. Hooks have been added to the inside of restroom stalls to allow guests to hang purses and jackets.
CONCESSION OFFERINGS

Hours of operation may vary due to season and weather conditions.

- Tables and chairs will be cleaned and sanitized between each use by Zoo staff
- Employees will be required to wear masks and gloves
- Counters will be sanitized between customers by Zoo staff
- Protective plexiglas screens are installed at all cash registers

TIMBERLINE BAKERY  Closed
Menu: baked goods, donuts, fudge and beverages

ARCTIC POINT BEVERAGE STATION  Closed
Menu: snacks, beverages

KIBANDA BEVERAGES  Open
Menu: Adult and other cold beverages

KAROO SNACK STAND  Open
Menu: Pizza, fried snacks, salad and cold beverages

NORTHERN ICE  Open
Menu: Cold beverages, frozen treats and snacks

DIPPIN’ DOTS CARTS  Open
Menu: Dippin’ Dots

KARAMU BBQ  Open
Menu: Burgers, sandwiches and salads

THE HUNGRY HIPPO  Closed
Menu: Hot subs, chicken & waffles, chips and beverages

CARNIVORE CAFE  Closed
Menu: Burgers, chicken tenders, tacos, cold subs, salads and beverages

CAFE AT THE MUSEUM  Closed
Menu: Craft beers, coffee bar, sweet treats and small bites

EATS ON THE PATIO  Closed
Menu: Pizza, hot dogs, burgers, chicken tenders and kids menu

BEASTRO BEER & WINE GARDEN  Open
Menu: Craft beers, wine, frozen adult beverages and gourmet snacks

POLAR CHILL  Open
Menu: Cold beverages and snacks

SOUTHSIDE GRILLE  Open
Menu: Beyond brats, burgers, hot dogs, kielbasa, chips and beverages

BIRD FEEDER  Open
Menu: Dole whip, ice cream treats, snack and beverages
Your Zoo features themed gifts, souvenirs and clothing, along with fair trade, eco-friendly and educational items. Sunscreen available at all locations.

- All equipment has been thoroughly cleaned and disinfecting check-list created.
- Limit to one door access.
- Greeter to direct and control number of guest in store at any one time.
- X markings on floor to indicate and direct socially distanced checkout line.
- Credit card swipe machines will be Velcroed to counter allowing customers to swipe their own card at check out. Machines will be wiped down by Zoo staff after each use.
- Membership cards will be scanned with hand-held scanner to ensure no customer contact.
- Detailed disinfecting done by Zoo staff twice a day- every four hours.
- Common touch points wiped after use at checkout areas by Zoo staff.
- Cash wrap wiped by Zoo staff every two hours.
- Rentals cleaned and sanitized after each use.

**NORTH STAR TRADING POST**  Closed
Merchandise Highlights: Clothing, plush, fun toys and one-of-a-kind gift items

**BEAR ESSENTIALS**  Open
Merchandise Highlights: Sunglass and hats. Rent strollers, wagons, wheelchairs and motorized scooters. Please maintain social distancing of six feet between guests.

**MINGO TREE**  Open
Merchandise Highlights: African themed gifts, souvenirs and Aerial Adventure Course necessities

**TREASURE COVE**  Closed
Merchandise Highlights: Aquatic themed gifts, plush and souvenirs

**CURIO SHOP**  Closed
Merchandise Highlights: Museum souvenirs

**BROADWAY RENTALS (SKELDON PLAZA)**  Open
Merchandise Highlights: Sunglass and hats. Rent strollers, wagons, wheelchairs and motorized scooters.