Essential Information

Open: Wednesday, Thursday, Friday, Saturday and Sunday
Closed: Monday and Tuesday for thorough deep cleaning
Gate hours: 10 a.m. – 4 p.m. and park closes at 5 p.m.
Open to Toledo Zoo members only

Safety
• Toledo Zoo sits on 70+ acres. In phase 1 of re-opening, guests have 171,373 square feet of accessible outdoor space and 28,700 square feet of indoor space to utilize. Total usable square footage: 200,073.
• Maximum 2,500 in park at any time- Zoo will be tracking in flow and out flow.
• For the safety of our staff, guests and animals, all guests over the age of 2 will be required to wear face covering upon entering all buildings and interacting with all Zoo staff.
  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.
• The ProMedica Museum of Natural History and Aquarium will be open with limited traffic. All other animal viewing is outdoor observation only.
• Seating areas maintain 6 feet of separation.
• Line spacing marked at 6 foot intervals.
• 2-way and 1-way traffic patterns have been implemented to encourage social distancing.
• Pedestrian bridge open with two lanes marked.

Reservations
• All visits require a timed ticket reservation.

Parking
• All must park and enter through Anthony Wayne Trail. Broadway parking and entrance closed.
• Guests are encouraged to park in every other spot to maintain social distancing.
• Check-in for all guests will take place at parking lot booths.

Concessions / Retail
• Outdoor concession locations available (refer to re-opening guide or digital map).
• No outside food and beverage except required medical items and baby formula.
• Strollers, wagons, wheelchairs and motorized scooters available for rent at Bear Essentials.

Temporary Closures
• All indoor buildings with the exception of the ProMedica Museum of Natural History and Aquarium
• All retail locations with the exception of Bear Essentials
• Splash Pad
• All rides
• Drinking fountains
• Nature’s Neighborhood
• Animal feed experiences
• Tunnel/Elevator
**AFRICA!**

**Open:** During Zoo hours  
**Closed:** Giraffe Indoor Viewing, Carousel, Train  
**Limit:** 150 guests  
**Animals:** Grant’s zebras, Masai giraffes, wildebeests, watusi cattle, ostriches, cheetahs and more

*Please maintain social distancing of six feet between guests.*

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**TOWER RIDGE GIRAFFE FEEDING EXPERIENCE**

**Closed**  
**Limit:** 20 groups of guests  
**Animals:** Giraffe Feeding Experience (paid, seasonal)  

*Please maintain social distancing of six feet between guests.*

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**ARCTIC ENCOUNTER**

**Open:** Outdoor viewing  
**Closed:** Indoor viewing  
**Limit:** 20 guests at each outdoor viewing area  
  *(polar bears and seals)*  
**No restroom access**  
**Animals:** Seals, polar bears  
**Nearby:** Northern Ice, Bear Essentials

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**WOLF CABIN**

**Closed**  
**Animals:** Grey wolves  
**Nearby:** Karoo Snack Stand

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**THE RESCUE ROOST**

**Open:** During Zoo hours  
**Limit:** 60 guests  
**Animals:** Bald Eagles  
**Nearby:** Dippin Dots Cart  

*Please maintain social distancing of six feet between guests.*

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**EXHIBITS: NORTH SIDE**

The ProMedica Museum of Natural History and Aquarium will be open with limited traffic. All other animal viewing is outdoor observation only.
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**Aquarium**
*Open: During Zoo hours with one-way traffic pattern*
*Limit: 46 guests*
*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**
*Closed*
*Animals: Birds from around the world, sloth and bird feeding experience (paid, seasonal)*
*Nearby: Dippin Dots Cart*

**Keet Retreat**
*Closed*
*Bird feeding experience (paid, seasonal)*
*Nearby: Dippin Dots Cart*

**Cassowary Crossing**
*Open: During Zoo hours*
*Limit: 11 guests*
*Animals: Cassowaries*
*Nearby: Dippin Dots Cart*
*Please maintain social distancing of six feet between guests.*

**Flamingo Key**
*Open: During Zoo hours*
*Limit: 16 guests*
*Animals: Flamingos, Spoonbills, ducks and pelicans*
*Nearby: Polar Chill, Dippin Dots Cart*
*Please maintain social distancing of six feet between guests.*

**Galapagos Garden**
*Open: When Emerson is moved outdoors*
*Limit: 20 guests*
*Animals: Galapagos tortoise summer outdoor viewing*
*Nearby: Southside Grille*
*Please maintain social distancing of six feet between guests.*

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

**Great Apes**
*Open: Outdoor viewing*
*Closed: Indoor viewing*
*Limit: 12 guests at glass viewing, 15 guests at Gorilla Meadow*
*Animals: Western lowland gorillas, orangutans*
*Nearby: Southside Grille*
*Please maintain social distancing of six feet between guests.*

**Nature’s Neighborhood**
*Closed: Indoor viewing*
*Animals: Tamandua, paca and more*

**Tiger Terrace**
*Open: During Zoo hours*
*Limit: 100 guests*
*Animals: Amur tigers, snow leopards, dingos*
*Please maintain social distancing of six feet between guests.*
EXHIBITS: SOUTH SIDE

**PENGUIN BEACH**
Open: Deep water and Aquarium deck viewing
Closed: Walk-thru
Limit: 12 guests on Aquarium deck, 15 guests in front of exhibit, 6 guests at Deep Water
Animals: African Penguins and waterfowl
Nearby: Southside Grille
Please maintain social distancing of six feet between guests.

**PHEASANTRY**
Open: During Zoo hours with one-way traffic pattern
Limit: 30 guests
Animals: Outdoor viewing of birds
Please maintain social distancing of six feet between guests.

**BARNYARD**
Closed: Opening to be determined
Limit: 30 guests. Will address petting and feeding opportunities in the future.
Animals: Mangalitsa pigs, goats and llamas
Nearby: Beastro Beer & Wine Garden

**PRIMATE FOREST**
Open: Outdoor viewing- no path access
Closed: Indoor viewing
Limit: 75 guests
Animals: Lemurs, monkeys, gibbons, red pandas and more
Nearby: Beastro Beer & Wine Garden
Please maintain social distancing of six feet between guests.

**ZIEMS CONSERVATORY**
Closed
Galapagos tortoise winter viewing
Nearby: Southside Grille

**PROMENICA MUSEUM OF NATURAL HISTORY**
Open: During Zoo hours with one-way traffic pattern
Closed: Nature-in-Hand, Sturgeon Touch Tank, Hellbender Crawlspace
Limit: 98 guests
Animals: Komodo dragon, coconut crab, pre-historic sculptures and Sturgeon Touch Tank
Within: Café at the Museum
Please maintain social distancing of six feet between guests.

**REPTILE HOUSE**
Closed
Animals: Snakes, lizards, saltwater crocodile and more

**SPLASH PAD & PLAYGROUND**
Closed

**TEMBO TRAIL**
Open: During Zoo hours with one-way traffic pattern
Closed: Elephant and Rhino indoor viewing
Limit: 140 guests
Animals: African elephants, hippos, rhino, meerkats, otters, Tasmanian devils, yaks, camels and brown bears
Nearby: Dippin Dots Cart
Please maintain social distancing of six feet between guests.
Custodial Staffing Daily

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

Monday and 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.

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.
   2. Restrooms available to the public will be separated into two restrooms per routine.
      1. Phase 1 available restrooms
         a. Entry Plaza and Africa
         b. Tembo Trail and Museum
         c. Aquarium and Lodge
   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          j. Soap dispenser
         b. Door handles           k. Toilet handles
         c. Sinks                  l. Hand dryers
         d. Mirrors                m. Handicap wall mounted assist handles
         e. Garbage cans           n. Baby changing tables
         f. Faucet handles         o. Sanitary boxes
         g. Stall locks            p. Foot-door openers
         h. Stall doors            q. Purse hooks
         i. Toilet paper dispenser 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.
CONCESSIONS 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
• Shield guards installed

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

ARCTIC POINT BEVERAGE STATION  Closed
Menu: snacks, beverages

KIBANDA BEVERAGES  Closed
Menu: Adult and other cold beverages

KAROO SNACK STAND  Open
Menu: Pizza, fried snacks, salad and cold beverages
*Please maintain social distancing of six feet between guests.*

NORTHERN ICE  Open
Menu: Cold beverages, frozen treats and snacks
*Please maintain social distancing of six feet between guests.*

DIPPIN’ DOTS CARTS  Open
Menu: Dippin’ Dots
*Please maintain social distancing of six feet between guests.*

KARAMU BBQ  Closed
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
*Please maintain social distancing of six feet between guests.*

POLAR CHILL  Open
Menu: Cold beverages and snacks
*Please maintain social distancing of six feet between guests.*

SOUTHSIDE GRILLE  Open
Menu: Beyond brats, burgers, hot dogs, kielbasa, chips and beverages
*Please maintain social distancing of six feet between guests.*

BIRD FEEDER  Closed
Menu: Dole whip, ice cream treats, snack and beverages
*Please maintain social distancing of six feet between guests.*
GIFT SHOPS

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.

MPINGO TREE  Closed
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  Closed
Merchandise Highlights: Sunglass and hats. Rent strollers, wagons, wheelchairs and motorized scooters.