

# PHASE 2 TOLEDO ZOO RE-OPENING GUIDE



## 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.

## EXHIBITS: NORTH SIDE

### 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.*

## EXHIBITS: SOUTH SIDE

### 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

### KEET RETREAT

**Closed**

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.*

## EXHIBITS: SOUTH SIDE

### GARDENS

**Open:** During Zoo hours

Formal, vegetable and rose garden landscapes

**Nearby:** Southside Grille

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

### GREAT APES

**Open:** During Zoo hours with one-way traffic pattern

**Animals:** Western lowland gorillas, orangutans

**Nearby:** Southside Grille

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

### 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

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

### PENGUIN BEACH

**Open:** Deep water and Aquarium deck viewing

**Closed:** Walk-thru

**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

**Animals:** Outdoor viewing of birds

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

### BARNYARD

**Open:** During Zoo hours

**Animals:** Mangalitsa pigs, goats and alpacas

**Nearby:** Beastro Beer & Wine Garden

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

### 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

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

### 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, pre-historic  
sculptures and Sturgeon Touch Tank

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

### REPTILE HOUSE

**Open:** During Zoo hours

**Animals:** Snakes, lizards, saltwater crocodile and more

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

### SPLASH PAD & PLAYGROUND

**Open:** During Zoo hours

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

### 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

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



## RESTROOM CLEANING SCHEDULE

### 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.



## 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
- 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

*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** 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

*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** Open

**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

### **TREASURE COVE** Closed

**Merchandise Highlights:** Aquatic themed gifts, plush and souvenirs

### **BEAR ESSENTIALS** Open

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

### **CURIO SHOP** Closed

**Merchandise Highlights:** Museum souvenirs

### **MPINGO TREE** Open

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

### **BROADWAY RENTALS (SKELDON PLAZA)** Open

**Merchandise Highlights:** Sunglass and hats. Rent strollers, wagons, wheelchairs and motorized scooters.