CAREGIVER POLICY
FORT WAYNE ZOO

POLICY

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Since the Fort Wayne Children's Zoo receives no tax support for operations, admission fees are a critical source of operating income. However, complimentary tickets may be provided for a variety of reasons such as donor development, sponsorship trades, or other situations, including the specific situation detailed below.

Definition

Caregiver: A licensed/trained individual who is required to escort, chaperone, and provide assistance for a guest(s) with disabilities during their zoo visit. This term may be applied to one individual per day per guest requiring assistance.

Requirements

The following documentation must be provided to Guest Services prior to visiting. Due to the sensitivity of the documentation needed, it is encouraged to email frontdesk@kidszoo.org or submit in print at least 48 hours prior to visiting. Advanced notification is encouraged, though not required, to allow adequate time for staff to review documentation to ensure all required items have been received.

1. Dated documentation from a physician demonstrating the need for a caregiver within the last 365 days.
2. Active licensing information for the caregiver demonstrating their ability to properly care and accompany the guest(s) with disabilities.
3. Receipt of active, unused tickets[1] (admission, rides, attractions) purchased or active membership card for the guest(s) with disabilities.

Receiving Benefits

Guest Services will verify documentation by matching names with the ticket holder/member and verifying the date on documentation from physician, all licensing is active, and all tickets are active and unused. Once verified, the caregiver will be presented with an equivalent item as the guest(s) with disabilities has purchased. To protect privacy, information will not be kept on file and must be verified each time to ensure proper licensing and documentation is up to date.

Available benefits include:

Item Purchased	Complimentary Item Provided To Caregiver
Membership	Admission Ticket (usable for a specified day)
Admission Ticket	Admission Ticket (usable for a specified day)
Ride Ticket	Ride Ticket
Ride Wristband	Ride Wristband (useable for the same day)
Bamboo Forest Adventure Play	Bamboo Forest Adventure Play Ticket (useable for the same day and time) Skytykes will not require an additional ticket
Special Event Ticket	Special Event Ticket for the same date and time[2]

[1] Verification may be done before purchase is made but caregiver benefits will not be presented until tickets are purchased.

[2] If special event ticket includes free offers, those offers will not be available to the caregiver i.e. free drink ticket, plush giveaway, etc. Special events with limited capacity will be evaluated on a case-by-case basis. Both caregivers and guests in need of assistance must meet all applicable restrictions for events with age or other restrictions.

Complimentary caregiver items must be picked up in the Guest Services office on the day of use and will not be mailed out.