



## A Guide for Guests with Disabilities

07/02/2014

## **WELCOME**

*Welcome to the San Diego Zoo!* We want you to have an enjoyable experience during your visit today, so if you have special needs, please let us know when you arrive. The information in this document will be helpful in answering many of your questions. Should you have other needs or questions, please discuss them with your Guest Relations representative.

### **ADMISSION**

All guests with disabilities must have a valid form of admission to the San Diego Zoo. However, an attendant who is needed to assist a person with a disability will be admitted at no charge. If a guest with a disability purchases tickets for the Guided Bus Tour and/or Skyfari Aerial Tram, the attendant will be admitted at no charge to the same attraction(s).

*For your convenience, tickets and complimentary passes for attendants may be obtained at the Guest Relations window.*



### **PARKING**

Accessible parking is available in our parking lot on a first-come, first-served basis. A valid disability-parking permit is required.

The Zoo's parking lot is enforced by the San Diego Police Department.

## ACCESS TO EXHIBITS AND ATTRACTIONS

### Guests with limited mobility and/or have difficulty standing in lines

For guests who have difficulty standing in lines or may have limited mobility may request guidance from the attendant at the entrance.

- ❑ You may request an “**Easy Access Pass**” at Guest Relations, or the entrance. This pass may be utilized in any of the venue areas such as: Guided Bus Tours, Skyfari Aerial Tram, Wegeforth Bowl, Hunte Amphitheater, and the Panda Exhibit line.
- ❑ You may request to be seated at the loading facility to wait until other members of your party progress through the line to the loading area.
- ❑ Each bus has room for one wheelchair or one electric wheelchair. Before boarding, please ask the employee loading the bus to reserve seats in the wheelchair area of the bus for the other members of your party.
- ❑ Those guests using wheelchairs who can access a bus seat unassisted, or with the help of those in their party, may leave their wheelchair at the loading facility to be picked up at the end of the tour.
- ❑ Guests with a disability using mobility devices other than a standard wheelchair or electric conveyance vehicle (ECV) may ask Guest Relations or an employee at the entrance for a “**Wheelchair Tag.**” This tag is a visual queue for employees assisting guests into various areas of the Zoo, as well as ensuring guests are able to enjoy their visit without having to explain their way through the facility.

*Please keep in mind that the San Diego Zoo employees are ready and able to help a guest, however, they are neither trained nor permitted to lift a guest. Should it be required, guests meeting this assistance should plan to visit the San Diego Zoo with someone who can physically help.*

## Guided Bus Tour



Guided Bus Tour



Express Bus

The Zoo offers a 35-minute guided tour covering 75% of the grounds on a double-decker bus. Tickets and boarding are just inside the entrance, to the right of the flamingos.

With the purchase of a bus ticket, or one of the ticket packages offered at the front ticket windows, guests have unlimited access to the Guided Tours as well as the Express Bus Service. The Express Bus Service is a handy way for guests to get from one place to the next, hopping on and off at various Express Bus stops throughout the zoo.

*Please note that guests having difficulty with stairs or use a mobility device may want to take advantage of the free Shuttle Service (see section titled: Shuttle).*



### **Deaf or Hard-of-Hearing Guests**

For those guests who are Deaf or Hard-of Hearing, bus tours can be interpreted into American Sign Language. **Please make arrangements one week in advance of your visit.** Otherwise, scripts are provided at the Guest Relations window. Because each tour presentation will vary, depending on the animals that are most visible, please follow closely the sequence of the text material as you progress on the tour.

## Skyfari



The Skyfari Aerial Tram offers transportation over the treetops to the other side of the Zoo. Guests who ride the Skyfari will experience spectacular views of the Zoo and surrounding Balboa Park. The eastern terminal is to the left of the entrance, across from the Reptile House. The western terminal is located at the top of the hill from Polar Bear Plunge. Please be advised, an adult must accompany children under the age of eight. Maximum four persons per gondola.

Those **guests using folding wheelchairs that can access a gondola seat unassisted**, or with the help of those in their party, may have their wheelchair transported ahead by gondola. It will be available upon their arrival at the opposite terminal.

**Guests using non-folding wheelchairs or ECVs who can access a gondola seat unassisted**, or with the help of those in their party, may leave their device at the terminal and take a round-trip ride.

## Shows

Guests, who use **wheelchairs or have difficulty walking up and down stairs**, should look for the accessible areas of the amphitheaters that are designated by the wheelchair access symbol.

Scripts are provided at the Guest Relations window at the front of the Zoo for guests who are Deaf or Hard-of-Hearing. Because the animals featured in each show may vary, please follow closely the sequence of the text material as you progress through the show.

## Restaurants and Refreshments

Dining locations and snack stands are located throughout the Zoo and are accessible to guests using wheelchairs and ECVs.



## Stores

All stores are accessible to guests using wheelchairs and ECVs.



## Moving Escalators

Two moving escalators are available for access up from the lower canyons. One escalator goes to the top of the Owens Rain Forest Aviary, and the other goes up to the west side of the Zoo near Skyfari West.

**For safety reasons, guests using wheelchairs should not use the moving escalators.** Guests using wheelchairs can ask an employee to call for shuttle assistance.

- ❑ Guests not using wheelchairs, but with limited mobility or difficulty walking up or down hills, should plan their route around the Zoo to fully utilize the escalators to ascend from the canyon areas. They may also ask an employee to call for shuttle assistance.
- ❑ The Zoo has areas of limited access with steep grades. These areas are not recommended for manual wheelchairs for the safety of the operator and the safety of all our guests. All others using these routes should use extreme caution to avoid serious injury.



**Should you need a ride to avoid a steep grade, please ask an employee to call for shuttle assistance.**

## Access to Services

### FIRST AID

Our First Aid office is located adjacent to the Reptile House. If you have **special medical needs**, please consult with our health service personnel at this location.



### RESTROOMS

Please refer to your guide map for restroom locations. All of the restrooms in the Zoo are accessible except those at Reptile Mesa. Please use the nearby restrooms at the Children's Zoo Picnic Area. **Family Restrooms** are located at the Children's Zoo Picnic Area, Urban Jungle, and near the Panda Gift Shop behind Canyon Café.







## **DRINKING FOUNTAINS**

Drinking fountains accessible to guests are located throughout the facility. Cups of water may also be requested at any food stand or restaurant.

***A drinker for Service Animals is located next to the restrooms in the Children's Zoo Picnic Area.***



## **WHEELCHAIR RENTAL**

**Manual wheelchairs and Electric Conveyance Vehicles (ECV)** are available for rent just inside the main entrance to the Zoo. Rentals require a membership card, driver's license, or a major credit card.

**Manual wheelchairs are \$12.00 per day and Electric Conveyance Vehicles (ECV) are \$45.00 per day.** They are both rented on a first come, first served basis.

## **ELECTRIC CONVEYANCE VEHICLES (ECV)**

We welcome guests with EVCs and other mobility aides and hope to make your visit as enjoyable as possible. Unfortunately, our Parks have experienced several injuries relating to the use of Electric Conveyance Vehicles. These incidents include situations where ECVs have lost brake power on steep hills, and incidents where ECVs have struck pedestrians. You should have received a handout providing important safety information and your responsibilities as an ECV user when you entered the facility. If not, please stop by our Guest Services office to obtain this essential information.

## **SERVICE ANIMALS**

We welcome guests with disabilities that choose to bring their trained service animal into the Zoo. A copy of our guidelines for service animals may be obtained in the Guest Services office. A kennel is available for those who choose to leave their service animal during their stay on Zoo grounds. A drinker for service animals is located next to the restrooms in the Children's Zoo Picnic Area. **Pets and service dogs in-training are not allowed inside the Zoo.**

## **OTHER ASSISTANCE**

All other services and attractions should be accessible for those guests with disabilities. They are listed in the map. Should you need additional information or assistance during your visit, please stop by the Guest Services office. You may also ask any available employee. He or she can contact someone to help you.

As guest using mobility devices pass through the entrance of both parks, a map will be made available containing safety information specific to the use of mobility devices on the unique terrain of the San Diego Zoo and the San Diego Zoo's Safari Park.

**Enjoy your visit at the San Diego Zoo!**