

## Buttonwood Park Zoo Visitor Policy

### **Visitor safety**

Rails, rocks, fencing and other barriers between you and the animals are there for your safety and to protect the animals from harm. Please do not lean over rails, lift children over rails, let them play on rocks, rest them on railings or stick fingers or arms through fences. Do not enter non-public areas.

### **Smoking**

For the health and safety of our visitors, staff and animals, smoking and the use of tobacco products is not permitted within the zoo. (Please see the City of NB Park regulations for further information regarding smoking in the park)

### **Attire**

Shirt and shoes are required.

### **Age Requirements**

Children under the age of 12 must be accompanied by an adult on zoo grounds

### **Solicitation and promotion**

The Buttonwood Park Zoo respects the right to free speech and provides designated areas outside the zoo entrance. Canvassing and solicitation are prohibited on zoo grounds. (Please see City of NB Park regulations for more information)

### **Pets**

Service animals as defined by the ADA are permitted and welcomed. All service animals must be on a leash and kept under control at all times. Service animals may be taken off leash while performing the specific task they are trained for. Please do not leave pets in your vehicle.

### **Feeding animals**

All zoo animals are on a carefully structured diet, and introducing outside food can harm zoo animals. The zoo does not allow outside food to be fed to the animals and has a no feed policy except in designated areas such as the waterfowl pond.

### **Respecting animals**

Please show respect for the zoo's inhabitants by refraining from banging on windows, throwing objects into exhibits, harassing or teasing the animals introducing objects or sounds that may startle or distress the animals.

### **Prohibited items.**

For the health and safety of our guests and animals, the following items are prohibited:

- weapons or Fireworks
- alcohol or illicit materials
- pets (except service animals)
- bicycles, riding toys, skates, skate shoes and skateboards
- balloons, balls and flying toys
- noise devices
- drinking straws

The Buttonwood Park Zoo reserves the right to exclude anyone who engages in inappropriate or offensive conduct, as determined by zoo staff. The zoo is not responsible for lost, stolen or damaged articles and is not required to issue refunds or exchanges for inclement weather.