

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

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

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- no path access

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.