

## Patron Membership Frequently Asked Questions During Zoo Phased Opening



### Did my patron membership get extended?

Yes, your patron membership was extended so that you would not miss any time on your membership due to the closure.

### How do I find my expiration date?

To find out your current expiration date call Guest Services at (402) 733-8401.

### How do I visit the Zoo?

Online reservations are required to enter the Zoo. To reserve a time for your visit, please visit [here](#) and use your member number (see below) or card number to log in. After clicking "Patron Admission" select the date and time of your visit (sold out dates/times are crossed out and current capacity is shown as well). Select the number of guests visiting in your party. Once you fill in the requested information, you will receive an e-ticket confirmation and a copy sent to your email. You can print this confirmation or keep it on your mobile device to be scanned at the gate during your visit. **All visitors must have an e-ticket confirmation to enter the Zoo, and there will be no way to make reservations at the gate.**

### What will my Zoo visit look like?

Due to crowd recommendations by the CDC and Douglas County Health, different parts of the Zoo will be open for each phase. During Phase I, to maintain social distance, indoor exhibits will be closed. All guests are strongly encouraged to wear face masks.

Your Zoo visit will begin by entering the main gate, then traffic will move one-way going through the outdoor sections of the Zoo. The path will lead through the African Grasslands, Asian Highlands, and finally exit out of the North Gate. (Keep this in mind when parking) This may be a long walk for some so please prepare accordingly as the train and tram will not be operating. You can see the full map [here](#). Snacks and drinks will be available for purchase and restrooms will be open along the path.

### Are masks required?

Masks are not required but are highly recommended.

### Can I still use my single-use admission passes?

For extra guests, you can still use your single-use admission passes that come as a benefit of your patron membership. To use them, make a reservation for the day that your guests would like to visit then call Guest Services at (402) 733-8401 to alter the reservation for the number of tickets you plan to use. \*Please call Guest Services in advance so that they can make reservations for your party as soon as possible.

**Can we utilize our unlimited rides benefit?**

To limit contact, we will not be using the unlimited rides wristbands for admission onto rides. Instead, simply show your patron membership card and photo ID to the ride attendant. Currently, only the carousel is open. Rides such as the train, tram, and Skyfari require special inspections and licenses each spring. This field is highly specialized and 100% required for the safety of all our guests. Due to the pandemic, our inspectors are not currently allowed to travel. As soon as we receive updated licenses and inspections, we will make plans to re-open rides.

**What patron benefits have not changed?**

There are still plenty of ways to enjoy the Zoo and your patron membership benefits! Be sure to add your nanny to your membership, bring two additional guests during every visit, utilize your gift shop and concessions discount, and receive free admission to the Wildlife Safari Park.

For more information on the current Zoo situation please visit: <http://www.omahazoo.com/coronavirus>