

# Zoo New England Group Admissions 2023-2024



NEW ENGLAND  
Franklin Park Zoo • Stone Zoo



## Planning ahead

Zoo New England's Franklin Park Zoo and Stone Zoo offer discounted admission to groups of 10 or more with advance registration.

**Trips must be booked at least two weeks before the desired visit date.**

### Eligibility

#### When can I buy group tickets?

The group rate applies to general admission entry for both Franklin Park Zoo and Stone Zoo. Seasonal events such as Boston Lights and ZooLights may also have group rates available.

#### What is the minimum number of people required for a group rate?

10 people (age 2+) minimum is required.



#### Daytime group rate ticket prices

Ticket type	Adult	Child
Franklin Park Zoo	\$19.95	\$12.95
Stone Zoo	\$17.95	\$11.95

## How to reserve a group trip

- 1 Visit [zoonewengland.org/groups](https://zoonewengland.org/groups)
- 2 Click on "General Groups"
- 3 Complete the group reservation form
- 4 You will receive a confirmation within one week. Bring the form with you on the day of your visit.
- 5 Pay any fees by your trip date. Trips must be paid in full to gain entry to the Zoo.

### How do I pay?

Payments can be made using cash, check, or credit card. Credit cards are strongly preferred. Checks should be made payable to Zoo New England. Keep in mind that your group attendance may change from time of reservation to the actual trip. The group leader is responsible for the paperwork based on the day-of attendance and for ensuring any fees owed are paid in full at the time the group enters the Zoo.

**Please note that the Zoo does NOT invoice or bill for fees, regardless of final group cost. Additionally, the Zoo does not accept purchase orders.**

### Can I get a refund if I overpaid?

Refunds for overpayments will not be issued, and cannot be used to pay for future visits. Overpayments will be processed as a donation to the Zoo.



# At the Zoo

## Entry

If someone arrives separately, can they pay separately?

If someone arrives without the rest of the group, they will have to pay the FULL admission rate. Group reservations must be paid in one transaction for the full group (before entry). It is the group leader's responsibility to collect any money from the group members ahead of time.

Where can we park at the Zoo?

**Parking at both Zoos is free.** At Franklin Park Zoo, entry for groups is restricted to our Zebra Entrance ONLY. It is the main entrance to the Zoo, located on Franklin Park Road, off of Blue Hill Ave. Cars may park at any of the front entry parking areas, and buses must park alongside the road next to the golf course. Buses may not park in the Zoo lots, as they do not have the capacity to hold larger vehicles.

At Stone Zoo, buses may drop off at the entrance and then park at the back of the parking lot.

Where will we enter the Zoo?

Zoo entry for trips at Franklin Park Zoo is restricted to the Zebra Entrance ONLY. The Zebra Entrance is located on Franklin Park Road, off of Blue Hill Ave., by the intersection of Columbia Road. Stone Zoo only has one entrance, and groups may enter through that gate. Groups must enter together, with no separate arrivals.

## Lunches

What about lunches?

**There is no storage available for lunches on Zoo grounds.** Food can be purchased at the Zoo individually or through our lunch voucher program. Lunch vouchers offer a discounted rate for meals at the Zoo.\*

Where can we have lunch?

There are a number of picnic areas available throughout the Zoo. Please note, seating is on a first-come, first-served basis. Private tents are available for rent, **but must be reserved ahead of time.\***

\*Additional fees apply

## Accessibility Needs

**Are wheelchairs available?**

Yes, they are available for a \$5 rental fee at each Zoo entrance gate. You will need to provide a photo ID for the duration of use.

**Is there a private space for someone who requires feeding assistance?**

If someone requires a private space for nursing or to use a feeding tube, please let us know at the time of booking and we will do our best to accommodate you.

**Is the Zoo sensory friendly?**

Yes. Zoo New England is Sensory Inclusive Certified. Quiet Zones and Headphone Zones are designated throughout the Zoo.

We may have sensory bags available at the admissions booth. They are free to rent, but you will need to provide a photo ID for the admissions booth to hold during your rental period.

**Restroom accommodations**

We have family restrooms with adult changing stations available at Franklin Park Zoo in Nature's Neighborhood.

Many of our animals will hide if there is an excessive amount of noise or activity outside their exhibits. Please remind everyone to be respectful and to limit loud chatter for the best possible visit!



# Rules & Policies

**Please adhere to the following policies while on Zoo grounds:**

**ALL children under 18 must be directly supervised by adult chaperones.**

**Do not yell or throw things at the animals, bang on their exhibits, or otherwise harass them. These behaviors will not be tolerated and may result in your dismissal from the Zoo.**

Animals may have access to off-exhibit areas during the day and may not always be visible.

Do not feed the animals. All of the Zoo's animals are on special diets. Outside food and other objects can be harmful for them.

Refrain from running, shouting, pushing, or using offensive language.

Observe all posted signs, stay on marked pathways, and respect all barriers.

Smoking (including e-cigarettes and vaporizers) and use of other tobacco products is prohibited on Zoo property. Smoking is only permitted outside of Zoo gates.

Please help keep the Zoo clean by placing litter in the proper trash/recycling receptacles.

Do not attempt to retrieve any items that fall into an exhibit. Zoo staff will retrieve it for you.

If you become separated from your group, please find a Zoo staff member or volunteer who will alert Zoo Security.

No items from animals (ex: feathers) may be taken from the Zoo.

## First Aid and Lost Guests at the Zoo

First Aid is provided by the Zoo's Security team. *If you require assistance, or in case of emergency please ask a Zoo staff member or volunteer to notify security.* Zoo Security officers can also assist if you become separated from someone in your group.

Visit [ZooNewEngland.org/map](http://ZooNewEngland.org/map)  
and start planning your visit today!

## Banned items

**The following items are not permitted in the Zoo:**

- Straws
- Glass bottles
- Bikes
- Scooters
- Skateboards
- Balloons
- Balls
- Frisbees
- Squirt guns
- Whistles
- Alcohol
- Loud speakers
- Pets\*

\*Pets are **NOT** allowed on Zoo grounds. Fully trained service animals trained to perform specific tasks are allowed.

***Please don't leave pets in parked vehicles while visiting the Zoo.***

