



## Confirmation | Backstage Pass

Thank you for registering for a Backstage Pass program at the Minnesota Zoo. We are looking forward to providing you with a fun and unique experience!

When you arrive at the Zoo, our staff will meet you at the main south entrance (lower south, past the bison and wolf statues.) Please plan to be a few minutes early so we can start our program on time.

- If you are attending a *Stingray*, *Sloth*, *Sea Otter*, *Chinchilla*, or *Penguin* Backstage Pass program, let the Guest Services staff at the desk know which program you are here to attend.
- If you are attending a *Python*, *Llama*, *Bear*, or *Bird* Backstage Pass program, you will be arriving at the Zoo before it opens. Staff will meet you at the main south entrance to let you into the building.

For all programs, we require closed-toe shoes (no flip-flops), and recommend avoiding large or loose jewelry, since you might be in close proximity to open tanks or animals. If you are attending a *Llama*, *Sea Otter*, or *Bear* Backstage Pass program, please wear weather-appropriate clothing, as we will be outside for a portion of the program.

Don't forget your camera! Each program is full of photo opportunities.

If you have a shellfish allergy and will be attending a *Stingray* or *Sea Otter* program, please call 952.431.9390 before the program, so we can plan accordingly.

Animals determine their own behaviors and interactions, so please be aware that based on animal needs and animal care staff discretion each program is unique and therefore no specific behaviors can be guaranteed. Although cancellations rarely occur, there may be last minute cancellations by the Zoo due to animal management reasons. If this occurs I will contact you by phone.

### CANCELLATION AND REFUND POLICY

Cancellations made more than two weeks prior to the program will receive a refund of 75% of the program fee. No refunds will be made less than two weeks prior to the program. A transfer to a similar program may be possible if requested at least one week prior to the program. No transfers are allowed within one week of the program start date. Refunds will not be issued for no-shows for any program regardless of cause. To cancel or request a refund, contact the Zoo Education Department at [educate@mnzoo.org](mailto:educate@mnzoo.org) or 952.431.9390.

If you have any questions or concerns, please call me at 952.431.9390. Thank you for your interest in our programs.

Sincerely,

Kristie Nord  
Education Community Programs Scheduler  
Phone: 952.431.9390  
E-mail: [Educate@mnzoo.org](mailto:Educate@mnzoo.org)