



Confirmation | Group Giddyup

Thank you for choosing the Minnesota Zoo to learn about horses and ponies with your group!

The Group Giddyup is sure to be the highlight of your day with activities and interaction with our ponies. Be sure to bring your camera! The first 30 minutes will be to gather your group at the Guest Services desk at the main entrance of the Zoo and walk out to the Wells Fargo Family Farm together. For the next 2 hours, you will learn about and interact with the horses and ponies, including a staff-led pony ride. You and your guests are free to tour the Zoo on your own either before or after your experience.

Monday, prior to your program, please email educate@mnzoo.org with your expected headcount (number of adults and children). On the day of your Group Giddyup, Zoo staff will verify your final count, and if necessary, your charges will be adjusted. Your final guest count will include everyone in the group.

Arrival at the Zoo

When you enter the Zoo turn left at the stop sign and park in the Gibbon or Camel Lot. If there is a “flagger” at the stop sign, please let them know you are with the group giddyup and must go to the left. Enter through the main Entrance and show your confirmation to the cashier before checking in at the Guest Services desk. Check in at least 15 minutes prior to the program. As your guests arrive, the cashier will instruct them to meet you at the Guest Services Desk. A Zoo staff will meet you at Guest Services a few minutes before the start time and will escort you and your guests out to the Wells Fargo Family Farm.

Requirements (Please refer to the [Group Giddyup!](#) webpage for more information and FAQs):

- All Group Giddyup participants must be entering 1st-6th grade this fall.
- All participants must have a signed waiver. Children without signed waivers will not be allowed to participate.
- Everyone entering the pony yard (adults and children) must wear closed-toed shoes. No flip flops, sandals or open-toed shoes are allowed in the pony yard.
- All pony rides will be staff-led and all riders must wear long pants (jeans preferred). If they don't have jeans or long pants on, they will not be permitted to ride a pony.
- A 1 adult to every 4 children ratio is strictly enforced in the pony yard, with a max of 12 children and 3 adults.

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 or 952.431.9390.

Have a great day, and we can't wait to see you at the Zoo!

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