



## Education Programs Behavior Policy

The Minnesota Zoo strives to make all programs an experience you will enjoy and remember for a lifetime. Our goal is to create an environment that is enjoyable, safe and supportive. Our instructors are able to accomplish this goal by providing an environment that promotes physical safety, emotional well-being, educational opportunities, and fun. We also feel everyone shares in the responsibility of making their program a great experience; every person plays a critical role by agreeing to respect others.

Sometimes, despite everyone's best efforts, people may misbehave. Our instructors can easily handle most of these situations, but there may be times when we need to include a disciplinary process. In hopes of eliminating these situations from occurring and ensuring that everyone truly understands what is considered appropriate behavior, the Minnesota Zoo has instituted a behavior policy.

We ask that every participant reads and understands this policy, and understands that there are consequences if a participant chooses to partake in inappropriate behavior. We appreciate your trust and support. Together we can make this program a wonderful experience for your child.

If you have any questions, please call: Tyler Ahnemann, Community Programs Supervisor at 952.431.9226.

### EXPECTATIONS

1. Follow the instructor's directions at all times.
2. Listen when someone else is speaking.
3. Always stay with the group.
4. Treat others as you would like to be treated.
5. Keep your hands, feet, and other objects to yourself.
6. Actively and constructively participate in program activities and discussions
7. Talk to your instructor if you have a question or a problem during the program. We won't be able to help if you don't speak up.

Failure to follow these expectations will result in an unsafe or unenjoyable atmosphere for you and others in the program. Should that happen, the following consequences will occur:

### CONSEQUENCES

Depending on the severity of the situation or if the behavior persists, one or more of the following consequences will occur:

1. Instructors will discuss the behavior with the participant.
2. The participant will not be allowed to participate in a subsequent activity.
3. For youth programs: Instructors will discuss the behavior with the parent/guardian.
4. In severe cases, the participant will be sent home immediately. For multi-day programs, the participants may not be allowed to return the following day.

**NOTE:** There are no refunds when a participant is sent home due to poor behavior.

I, \_\_\_\_\_, agree with the Behavior Policy.  
(Please Print)

Signature \_\_\_\_\_ Date \_\_\_\_\_