

A photograph of two male lions sitting in a savanna-like environment. The lion in the foreground is looking to the left, while the one behind it is looking slightly to the right. They have thick, golden-brown manes.

# What to Know Before You Go

*Reopening Protocols*

**BROOKFIELD ZOO**



Chicago Zoological Society



## **Welcome Back!**

The health and safety of our animals, staff, and guests has always been our priority. During our temporary closure due to COVID-19, we have been closely following the guidelines set forth by our local, state, and federal government agencies, and have made a number of changes to our daily operations.

*We encourage you to please read through this document prior to your visit.*

# Plan Your Day



## ADVANCED TICKETS AND PARKING ARE REQUIRED FOR ALL GUESTS AND MEMBERS

Guest capacity will be limited to ensure safe social distancing within the 216 acre park. Reservation times will be available in 20-minute increments. Everyone must reserve and secure a ticket online prior to visiting Brookfield Zoo. Please note no tickets will be sold onsite. All tickets are non-refundable and no rainchecks will be made. We appreciate your understanding!



## TOUCHLESS ENTRY

All guests are required to pay for parking on the website and will need to indicate location—either the Main Gate (north) or South Gate lots during the checkout process.

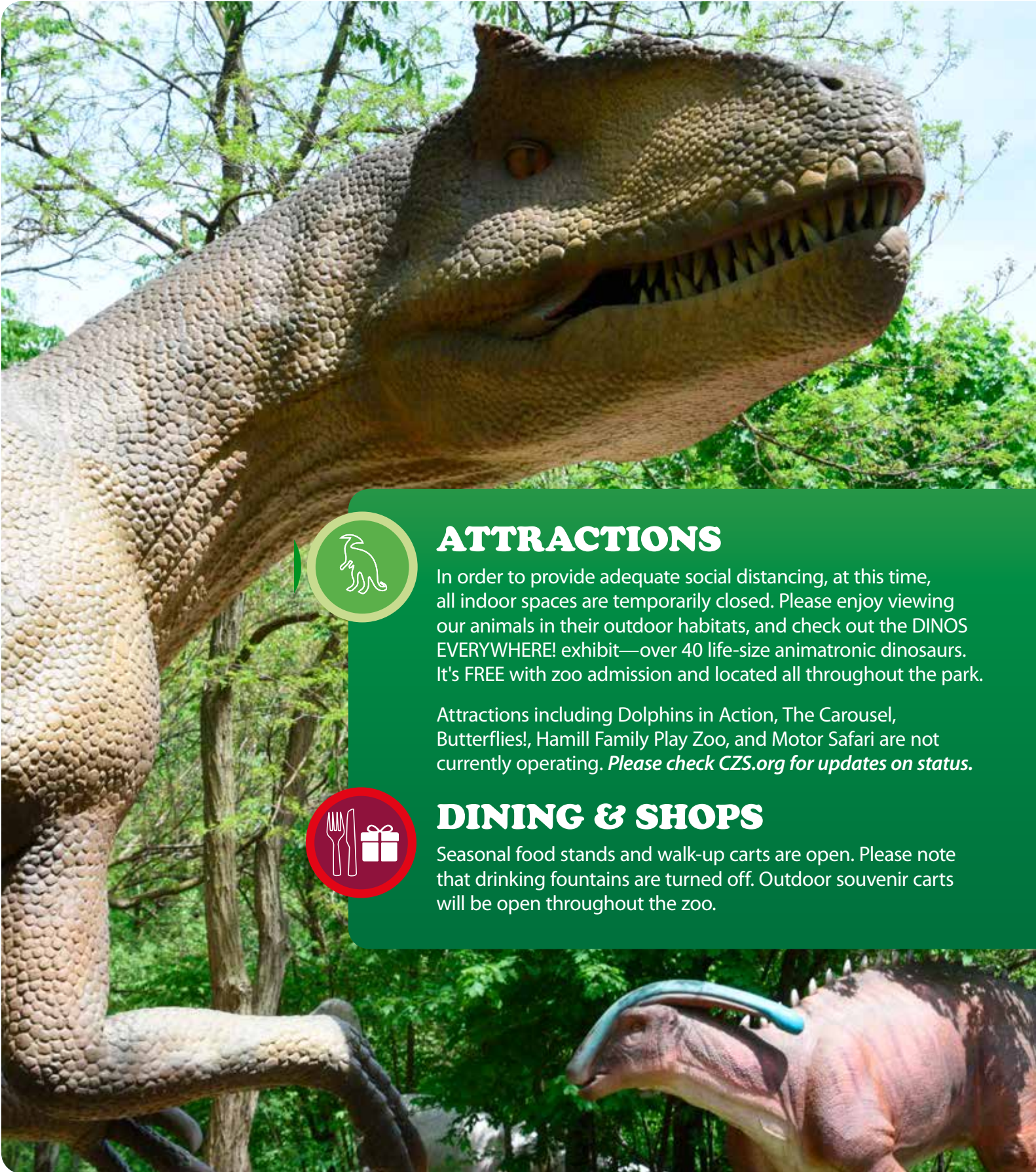


## CASHLESS ENVIRONMENT

In order to limit person-to-person contact, card payments will need to be used for food, beverage, and gift shop transactions.



# Explore the Zoo



## ATTRACTIONS

In order to provide adequate social distancing, at this time, all indoor spaces are temporarily closed. Please enjoy viewing our animals in their outdoor habitats, and check out the DINOS EVERYWHERE! exhibit—over 40 life-size animatronic dinosaurs. It's FREE with zoo admission and located all throughout the park.

Attractions including Dolphins in Action, The Carousel, Butterflies!, Hamill Family Play Zoo, and Motor Safari are not currently operating. *Please check CZS.org for updates on status.*



## DINING & SHOPS

Seasonal food stands and walk-up carts are open. Please note that drinking fountains are turned off. Outdoor souvenir carts will be open throughout the zoo.

# Guests



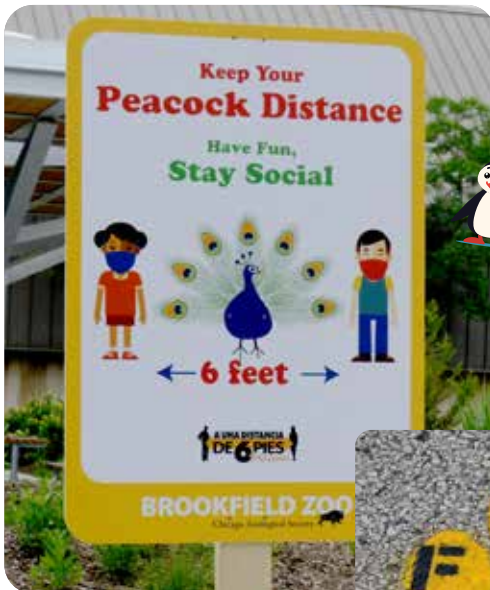
## HELP STOP THE SPREAD

If you or a family member is sick, we ask that you please respect the safety of others and stay home. Please visit when you are feeling better!



## FACE COVERING REQUIRED

All guests ages 2 and over must wear face coverings when entering the zoo. Once inside, face coverings should be worn if you are not able to maintain a social distance of at least six feet from staff and other guests who are not members of the same family. This includes when making transactions at food, beverage, and merchandise kiosks and while inside bathrooms.



## SOCIAL DISTANCING

All guests must maintain at least 6 feet of space from others while at the zoo. Signage and visual markers will be located throughout the park as a reminder.





## SANITATION PROTOCOLS

High touch areas and restrooms will be sanitized with hospital grade cleaners and conducted on an increased cleaning schedule.



## HAND SANITIZERS

Hand sanitizing stations will be located throughout the park.

*Please follow the CDC guidelines by washing your hands for 20 seconds.*

# Hand Sanitizer Stations



# Employees

## PERSONAL PROTECTION EQUIPMENT



All employees are required to wear face coverings at work. If exchanging food or product with a guest, gloves will be worn.



## TEMPERATURE SCREENING



Employees will have their temperatures checked at the start of each work day.

## SOCIAL DISTANCING



All employees are required to maintain a distance of at least six feet away from guests, volunteers, and fellow employees.



## SAFETY & SANITATION TRAINING



All employees are instructed to follow the CDC guidelines in proper hand washing. All work spaces and high touch surfaces will be cleaned frequently. Food service staff will wear gloves and will change gloves often.

# We look forward to welcoming you back to Brookfield Zoo!

Stay informed on all the updates at [CZS.org](https://www.czs.org)

