



# Night Owl Frequently Asked Questions

## **When are Night Owls offered?**

Night Owls are offered year-round on Fridays and Saturdays with the exception of Holiday weekends and Zoo special events. Please visit the Night Owl webpage to see available dates. Interested in bringing your school group during the week? Email [education@nashvillezoo.org](mailto:education@nashvillezoo.org) and we will do our best to accommodate you.

## **What time do Night Owl programs run?**

Arrival time for our Night Owl programs is 6:00pm. There is a half-hour built-in for groups to arrive and get settled with the program starting at 6:30pm. Groups need to eat dinner before arriving the Zoo. The program ends at 9:00am the following day. You are welcomed to stay and visit the Zoo. Admission is included in the cost of your program for the day following the conclusion of your program.

## **What does the Night Owl Program include?**

The Night Owl Program includes special after-hours Zoo admission for that evening and admission the following day, your own classroom space in our Croft Center, Night Owl staff, educational program tailored to your group including activities, games, and crafts, a night walk, evening snack, sleeping accommodations in the Unseen New World, take-home Nashville Zoo patch and Night Owl pillowcase, continental breakfast, up-close animal encounters in the morning, and a guided morning walk. Parking is also included.

A \$200 deposit is required to reserve a date through our online reservation system. The deposit is deducted from the final balance due.

## **What if I have a Nashville Zoo membership?**

While we greatly value our Nashville Zoo members, this program is an additional fee and is not included with membership. Our costs are kept as low as possible for all participants coming with a group.

## **When is your balance due?**

- Your final participant number is due 2 weeks prior to your program date.
- Your balance is due 1 week prior to your program date.

Please contact our Education Registration Coordinator at (615) 833-1534 ext. 165 or at [education@nashvillezoo.org](mailto:education@nashvillezoo.org) to arrange for payment of your final balance. Credit card payments are preferred and can be received over the phone. Organizational checks are accepted, but must be in-hand no later than 1 week prior to your program date.

## **What if our group is smaller than the minimum required?**

Due to the costs associated with running a Night Owls program, if your group is smaller than the minimum size of 15 participants, you will still pay for the minimum. The 15 participants can include any number of adults or children, so you can choose whatever combination you would like. You can also include siblings, as long as they are age 5 and older.

For smaller Scout groups, we suggest you work with another local troop/pack that would also like to participate by contacting your Service Unit or District. Nashville Zoo is unable to facilitate that process for you.



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## **What is the maximum group size?**

We can host a maximum of 150 participants (adults and children included). The size of your group will determine the number of Zoo Overnight Instructors provided.

\*If you have a group larger than 100, please contact our Education Registration Coordinator at (615) 833-1534 ext. 165 or at [education@nashvillezoo.org](mailto:education@nashvillezoo.org) for availability. For groups this size, anything larger than a twin air mattress will not be allowed due to space limitations.

## **What if my group is mixed ages?**

Groups with mixed ages can be accommodated. We can adapt our programs to fit multi-age groups, including Girl Scout Troops and Cub Scout Packs. Activities will depend on the age range of your group.

## **Can siblings attend Night Owl programs?**

All participants must meet the minimum age requirement of 5 years old or older and will be included in the total number of participants. We are unable to make exceptions for younger participants.

## **Where does our group sleep?**

Night Owl groups have the exciting opportunity to sleep in the Unseen New World (UNW), inches away from exhibits housing reptiles, amphibians and fish from around the world. A classroom is also available for sleeping. The UNW is located directly downstairs from the classrooms (all spaces are located within the Croft Center).

For groups of 75 or more, sleeping arrangements will be in the UNW along with 3 of our education classrooms. There are restrooms located on both floors of the Croft Center (no showers are available).

## **Will we see animals during the evening of our Night Owl?**

Due to the safety and welfare of our animals, they will not be on exhibit during the night walk. During your night walk, you will learn about Nashville Zoo's unique history and tour the Grassmere Historic Farm while you explore your senses at night. After breakfast the next morning, you will get a special opportunity to meet two of our animal ambassadors. We are unable to share what animals you will meet ahead of time, as it is dependent on both the staff and animals available.

## **What is your refund policy?**

Program cancellations more than two-weeks prior to your program date will receive a 50% refund on your \$200 deposit. No refunds will be issued within two-weeks of your program date, including balances paid in full.

## **What is your policy on inclement weather?**

Our programs are held rain, snow or shine. Please come prepared for the weather. In the event of lightning, the outside portion of the program may be re-arranged or indoor activities substituted. If the weather causes the Zoo to close, you will be notified immediately and all programs will be cancelled and rescheduled or refunded at 100%.