

Get Ready to Go Poolside!

Penguin Feeding Adventure

Chicago Zoological Society | Brookfield Zoo Daily: 10:15 a.m. and 3:15 p.m.

Greetings! During your Adventure you will enter the Rocky Shores habitat, which is located in The Living Coast, and help the Animal Care Specialists feed the penguins.

Each Adventure lasts approximately 30 minutes, depending on the appetite of the penguins and their moods that day.

Zoo admission and parking are NOT included in the Adventure price.

What to Expect

The Penguin Animal Care Specialists will meet you at the Penguin Encounter room located just past the Humboldt penguin habitat in **The Living Coast**, right before the building exit. Please wait here and do not wander the building. They will prepare you for your Adventure by providing you with instructions on how to safely interact with our resident penguins and move through the habitat, as well as help you get prepped for the Adventure. You will be asked to put on rubber boots that are provided and will learn about the fish we feed and how to present those fish to our resident Humboldt penguins during the feeding.

Entering the Habitat

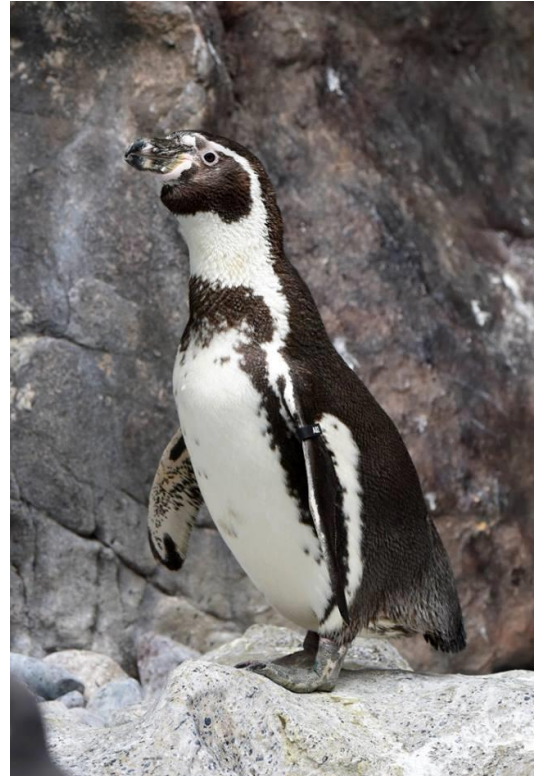
Once you have been prepared for your Adventure you will follow the Penguin Care Staff into the Rocky Shores habitat where many of our penguins live. As you enter you will be greeted by members of the flock who will be excited to see you and interested in receiving their meal.

During the Penguin Feeding

You will be accompanied by one of the Animal Care Staff throughout your Adventure. Like people, each of the penguins have distinct personalities and interests. You will notice that each individual bird will react in their own way. The specialist will be able to answer any questions you may have and provide you with insight into the private lives of these interesting animals.

When the Feeding is Complete

At the end of the Adventure, after the penguins have filled their bellies with tasty fish, you will bid them farewell and exit the habitat with the Penguin Care Staff. The staff will answer any additional questions you have as they guide you back to the public area of the building.



Humboldt Penguin

Accessibility

Not all of our programs are fully accessible, but at Brookfield Zoo we value the diversity of our guests and strive to facilitate the best connections with wildlife and nature possible. If you require any accommodation to participate in this program, please contact the Customer Service Representative at **708-688-8430** Monday through Friday from 9:00 a.m. to 4:00 p.m. or send us an e-mail at backstageadventures@czs.org

Frequently Asked Questions

These are some of the most commonly asked questions we get from our guests. If you think of something else or need clarification on anything in this packet, please don't hesitate to call 708-688-8430 or send us an e-mail at backstageadventures@czs.org.

Age

Participants must be at least 12 years old.

Maximum Group Size

Each Adventure is limited to 2 Participants. The price is the same for one participant or two.

Pictures

For the safety of the penguins you will not be permitted to take pictures during your Adventure. Family members or friends will be able to take pictures for you from the guest areas located in front of the habitat.

You must be on Time: Because the penguin feedings are on a set schedule they must start on time. If you're late the feeding will proceed without you. The following policies are in place because making our Backstage Adventures the best possible experience they can be requires months of planning, preparation, and investment of staff resources. Upon making a reservation, we reserve a space for your party. In doing so, we are barring others from signing up as we have limited programs available. A non-refundable and non-transferable deposit is applied at the time of reservation (25% of your total reservation).

Refunds are available, minus the deposit fee, up to 14 days prior to your program. Participants may be rescheduled to a different program date presuming available space. Less than 14 days prior, refunds and rescheduling are no longer possible.

Participants who show up late to their program will not be able to extend the length of their program, receive a refund, or reschedule to another date.

Meeting Area: Please meet the Animal Care Specialist at the Living Coast Penguin Encounter Room. Please be on time and do not wander from that area – staff cannot go searching for you throughout the building.

Things to Know

- You will be spending time near deep water during the program. Although you won't be swimming, it is important that you are safe and comfortable.
- Participants must be in relatively good physical condition as you will need to be able to maneuver within the Rocky Shores habitat.
- Communication between you and the host zookeeper is crucial. You must be able to read, speak, and understand English without the use of an interpreter. If you are unable to participate in the program without an interpreter, please call (708) 688-8338.
- You must be attentive. Although the animals you will encounter are comfortable working with their human caregivers, they are still wild animals and their behavior is unpredictable. It is important that you pay close attention to the guidance and instructions of the care staff.
- Always follow instructions and authorization from the Animal Care Specialist before approaching any of the animals while participating in the Adventure.
- All participants are required to complete a signed liability waiver (page 4).
- Please fill out the entire registration for both participants including boot size. We encourage you to bring your own socks, but will have some on hand if you forget.
- At this time and for the safety of the animals, any guest, visitor or adventure participant must wear a mask.



Chicago Zoological Society

Poolside Penguins Feedings Participant Waiver

I understand that I will be entering animal enclosures as part of the Poolside with Penguins Backstage Adventure (the "Program"). I UNDERSTAND THAT THE PROGRAM IS INHERENTLY DANGEROUS, AND I HEREBY WAIVE ANY AND ALL CLAIMS AGAINST THE CHICAGO ZOOLOGICAL SOCIETY, THE BROOKFIELD ZOO AND THEIR RESPECTIVE EMPLOYEES, OFFICERS AND TRUSTEES, RELATED TO OR ARISING FROM THE PROGRAM. I consent to the use of my likeness in photographic, digital or electronic media by the Chicago Zoological Society in connection with the Program.

I attest that I meet the following requirements for the Program:

- I am at least 12 years of age.
- I possess the ability to read, speak and understand English without the use of an interpreter.
- I am not pregnant
- I possess the ability to swim on my own, in water depth greater than my height.
- I understand that if I am 17 years old or younger, I must have a parent or guardian report to the Program with me for an introduction and sign my liability waiver.
- I will not enter an animal area without direction from the Animal Care staff and I will wait for instructions and authorization from the Animal Care staff before attempting to touch the animals. I will avoid touching the animal's eyes, mouth, or genital area during my interaction.
- If I haven't done so prior to my arrival, I will remove all jewelry (smooth wedding bands excepted) prior to going to the exhibit area. Prescription lenses worn for vision correction are acceptable.
- I will not carry a personal camera or phone.
- I understand that if I am under the influence of alcoholic beverages or any type of controlled substance I will forfeit my right to participate in the Poolside Penguins Feedings Program.
- I attest that I am in good general health and physical condition, suitable for Program participation.

I understand that the Chicago Zoological Society reserves the right to cancel the Program at any time where the best interest of the animals is concerned. I also understand that it is the animal's choice to participate in the program. I understand that I will be removed from the Program for failure to comply with the established rules and guidelines as set forth here, as established by the Chicago Zoological Society and as communicated by the Animal Care staff members.

By signing below, I acknowledge that I have read the above rules and agree to follow them and that the foregoing is true and accurate.

Please indicate the name and phone number of the individual who should be contacted in the case of emergency.

If participant is under 18 years of age, please indicate the names and phone numbers of individuals who have permission to pick up the participant from the Poolside with Penguins program:

Guest Signature _____ Date _____

(If under 18 years of age, must be signed by a parent or guardian)