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**

**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.

**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!
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.
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

The Chicago Zoological Society is a private, nonprofit organization that operates Brookfield Zoo on land owned by the Forest Preserves of Cook County.