Brookfield Zoo's Community Tree Trim
Frequently Asked Questions

Please see below for a list of frequently asked questions. If you have additional questions, please email for more details.

- **What does each order receive?**
  Each order receives 20 admission passes, 5 parking passes, a fully LED-lit tree, and a sign detailing your town and who decorated/donated the tree.

- **How much do trees cost?**
  Trees purchased online via credit card are $135.00 each before the early bird deadline of October 7. Beginning October 8, trees will be $155.00 each.

- **Can my group purchase a tree with a check?**
  Yes – check orders purchased before the early bird deadline will incur a $10.00 check processing fee or are $145.00 each. You will need to download the check order form, complete the order information, and mail it back with payment.

- **When do trees need to be purchased?**
  Trees are sold on a first-come, first-served basis and we do our best to accommodate all requests for trees but do have a limited quantity.

- **Where will my tree be located within the zoo?**
  Trees are assigned numbers on a first-come, first-served basis. You will receive a confirmation email within two weeks of your order date containing your tree number and location.

- **How do I access my print-at-home passes?**
  Your passes can be accessed via a link labeled "Print Tree Trim" on your order receipt. If you no longer have your order receipt, please email us with your order details.

- **Does everyone in my group need a ticket?**
  Yes – everyone attending Tree Trim needs a ticket, including parent chaperones.

- **I'm a member – do I need a separate ticket for Tree Trim?**
  No – anyone with a membership can use their pass to gain entry during Tree Trim Weekend.

- **I don't know how many people will be attending with my group yet. Do I have to purchase additional tickets when I purchase my tree?**
  No – additional tickets can be purchased at any time prior to the event. These discounted tickets will be available for purchase online through Friday, November 18, not during Tree Trim Weekend. Regular priced tickets can be purchased at the gates during Tree Trim Weekend.

  Additionally, individual participants can purchase their own additional tickets. Since tickets are print-at-home, group leaders do not have to purchase additional tickets on behalf of the whole group, if they so choose.

- **My group will be purchasing more than one tree. Can our trees be placed next to each other?**
  Yes – please email us with your order number so we can be sure your trees are placed next to each other. If your trees were ordered separately, please email us as soon as possible so we can make accommodations.

- **I purchased my tree and printed my tickets, what happens next?**
  You will receive a secondary confirmation email that will contain your tree number, location within the zoo, and additional event details within two weeks of your purchase date. If you have not yet received your secondary confirmation email, please let us know.

- **A tree was purchased for our group. How do we find out what our tree number is and get our tickets?**
  The group leader (or person who placed the order) has received specific information regarding your tree order. Please contact them directly for details about your group outing.

- **How do I purchase patches?**
  Patches can be purchased online for $4.00 each. Patches will not be shipped (unless shipping is requested and paid for) and will be available for pick-up during Tree Trim Weekend at the Wildlife Trading Post. A limited quantity of patches can be purchased during Tree Trim at the Wildlife Trading Post but are sold on a first-come, first-served basis.

- **What types of ornaments are allowed on the trees?**
  Please see our ornament guidelines for additional ornament details. Please note that ornaments that do not follow the guidelines will be removed and will not be saved.

- **Can we add our own lights to the tree?**
  No – due to safety and power regulations, additional lights cannot be added to the trees and will be removed.

- **My group would like to participate but cannot afford a tree. What are my options?**
  Groups are allowed to find sponsors/donors to underwrite the cost of their tree. The signs in front of trees has space to include the name of the group that decorated the tree as well as the group/company/individual who donated the tree as a way to give recognition to tree sponsors/donors.

- **Am I allowed to purchase a Corporate Tree?**
  Yes – Corporate Trees (10-foot tall trees located around Roosevelt Fountain) are available for anyone to purchase. The trees are larger, each order receives 30 admission and 5 parking passes, and the signs displayed in front of trees are larger and can display logos. If interested, visit the Corporate Tree Trim page for details.

- **What happens to our ornaments?**
  Groups are allowed to come back to retrieve remaining ornaments from their tree anytime from January1 through January 21, 2017. On January 22, staff and volunteers will begin removing any remaining ornaments from the trees. These ornaments will not be saved for your group. Please do not use valuable or sentimental items as ornaments – Brookfield Zoo is not responsible for ornaments/decorations that are missing or stolen.

- **My group cannot attend on November 19 or 20. Can we still participate?**
  Yes – please email us to make accommodations and to let us know what date you can attend.

- **What if it snows or rains during Tree Trim Weekend?**
  Brookfield Zoo is open rain or shine or snow! The main pathways of the park will be cleared of snow and trees will still be accessible. Please dress appropriately for the weather, including proper shoes/boots.

Additional Questions? Email us at Tree.Trim@CZS.org