

# Get Ready for a Backstage Adventure!

Chicago Zoological Society | Brookfield Zoo

## Discover Dolphins

Being a marine mammal care staff takes careful preparation. Here are some things you need to know so that you can be prepared to work side by side with your Discover Dolphins zoo crew:

You will be spending time near deep water during the Discover Dolphins program. Although you won't be swimming, it is important that you are safe and comfortable. We recommend that you have basic swimming ability and can keep yourself safe in water depth greater than your height.

Marine mammal care staff spends a good deal of time kneeling while they are working with the dolphins. It is important that you are physically able to kneel for up to 15 minutes at a time without assistance.

Communication between you and the host care staff 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 our dolphins regularly work 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 animal care staff you are spending the morning with. Never enter any animal area without direction from the care staff. Always wait for instructions and authorization from the staff member before approaching any of the animals while participating in observation, care and enrichment, and feeding sessions. **If you are sending a child under the age of 18, you must review this packet with them completely. Failure to follow the directions of your host and care staff will result in ending the program prematurely.**

All participants are required to complete a signed liability waiver (page 4).  
*Read on for Frequently Asked Questions, a map, and your waiver.*



Tapeko and Merlin Dolphin



Atlantic Bottlenose Dolphin

## 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 **708-688-8342** Monday through Friday from 9:00 a.m. to 4:00 p.m. or send us an e-mail at [adventuresinlearning@czs.org](mailto:adventuresinlearning@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 the Education department at 708-688-8342 or send us an e-mail at [adventuresinlearning@czs.org](mailto:adventuresinlearning@czs.org).



## Who can register for Discover Dolphins?

### Adults

Youth ages 12 or over accompanied by either a paying friend age 12 to 17 or a non-paying adult chaperone. The maximum capacity for this program is two (2) guests and cannot be exceeded.

## Can my family or friends watch me participate in this program?

To ensure the safety of all involved, only the registered program participants will be allowed in the areas where the program is taking place.

## What should I wear?

You will be indoors in warmly heated areas when working with the dolphins. You are welcome to wear either long pants or shorts. You must wear closed-toe shoes in order to access some areas of the tour. There is the chance that your clothing will come in contact with salt water, so you may want to bring a change of clothes. You will be asked to remove all jewelry other than smooth wedding bands (no stones).

## Will there be a place to store my personal items?

Yes. We will provide you with a secure place to keep your personal items while you participate in your Backstage Adventures program.



## Can I take pictures during the program?

To keep the animals comfortable and to ensure the safety of all involved, we do not allow camera or cell phone use during Backstage Adventures.

## Is smoking permitted?

For the safety of animals, guests and staff, tobacco products may not be used during the program.



Allie and Maxine Dolphin

### Where do we meet?

A keeper will meet you at the *Seven Seas Underwater Viewing* doors promptly at 9:00 a.m. at the sign that reads “Your Backstage Adventure Meets Here.” If you are parking your car for the length of the program, please park at the Discover Center lot and walk to the *Seven Seas Underwater Viewing* entrance. Since this is prior to zoo regular opening hours, please do not visit any other parts of the park.

### What if I’m late?

If you are more than 15 minutes late, please call Zoo Security at (708) 688-8471, and the keeper will meet you as soon as you are able. If you arrive late, the length of the program cannot be extended.

### What do I need to do with the waiver?

Please bring a signed copy of the waiver with you to the program. We cannot offer the program without a signed waiver. If you are under 18, the waiver must be signed by a parent or guardian. If you have any questions about the waiver please call prior to the program date.

### What if I need to cancel?

Any cancellations must be received seven or more calendar days in advance of the scheduled program in order to receive a refund. Registration does include a 25% non-refundable deposit. Any cancellations received six calendar days or less are not eligible for a refund. Exceptions to the refund policy will be made on case by case basis and at the sole discretion of the Senior Manager of Learning Experiences.

### What if I need to reschedule?

Please follow the cancellation process outlined above. Once you have completed your cancellation, you are welcome to register for any available Backstage Adventures program. Due to limited availability, we cannot guarantee program registration.



### I have read through the waiver and have questions about whether this is the right program for my child. What should I do?

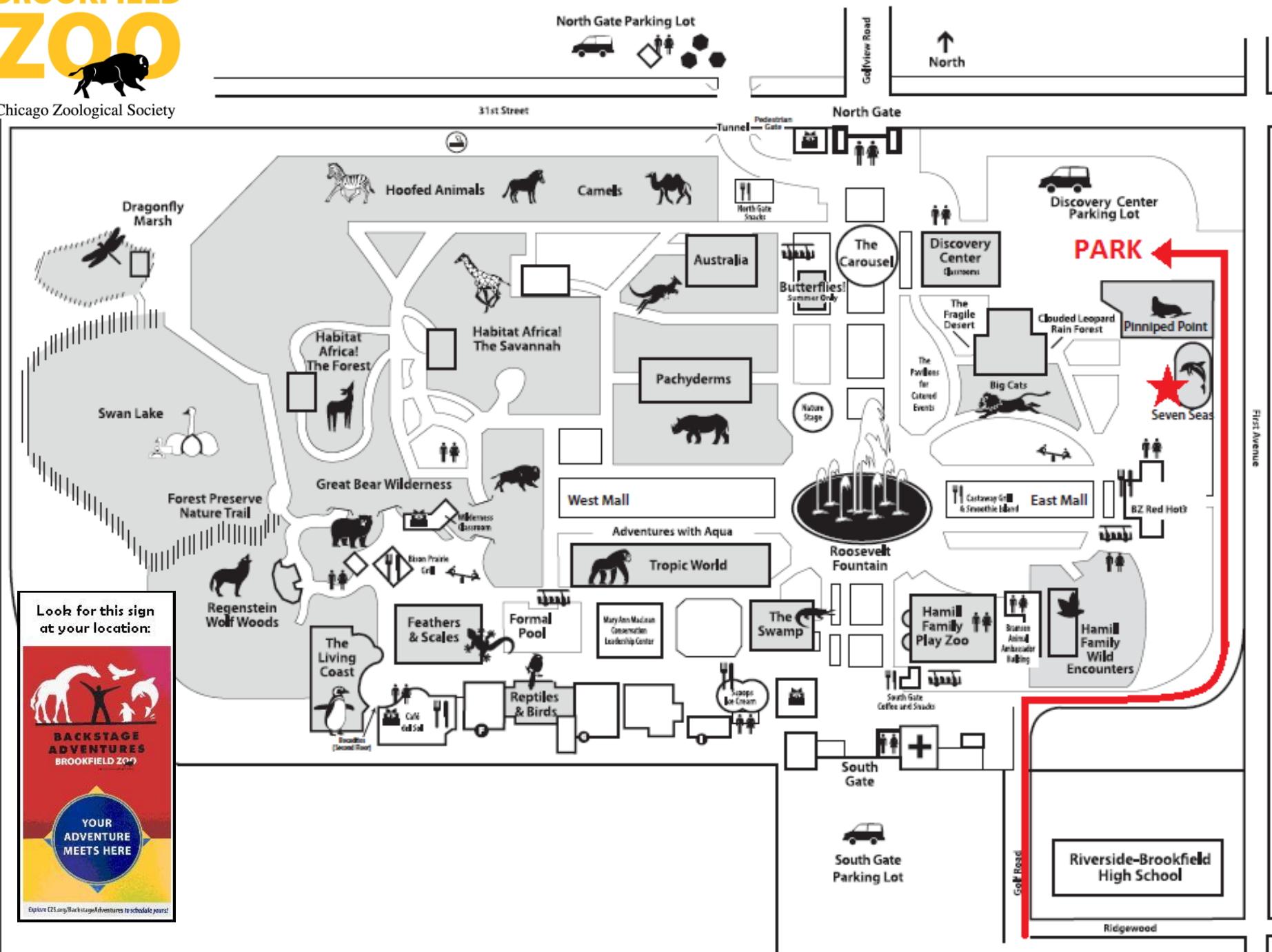
Please call (708) 688-8342 prior to registering for the program. We will do our best to answer each of your questions and to help you find a program that is a good fit for you.

### Where is the South Gate located?

On the day of your program, you must enter the Zoo at the South Gate located at 3300 Golf Road behind Riverside-Brookfield High School. Tell the gate attendant that you are here for the Backstage Adventure and show them this packet or your registration confirmation e-mail. You do not need to pay parking or admission. Please park in the lot indicated on the map on the following page. Please note that the speed limit throughout the Zoo is 10 MPH and is strictly enforced.

### Anything else I should know?

Please be aware that though it is rare, any Backstage Adventure can be cancelled by Brookfield Zoo at any time due to animal welfare, dangerous weather, or staff needs. If your program is cancelled, you will be contacted with as much notice as possible to schedule another date for your adventure.



Look for this sign at your location:

**BACKSTAGE ADVENTURES**  
BROOKFIELD ZOO

**YOUR ADVENTURE MEETS HERE**

Explore [CZS.org/backstage-adventures-to-schedule-years/](https://www.czs.org/backstage-adventures-to-schedule-years/)

# Chicago Zoological Society

## Discover Dolphins Adventure Program Participant Waiver

I \_\_\_\_\_ (participant name, please print) understand that I will be entering animal enclosures to interact with dolphins and pinnipeds as part of the Discover Dolphins 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 (Please initial every line):**

- \_\_\_\_\_ 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 and sign my liability waiver.
- \_\_\_\_\_ I understand that the program can accommodate a maximum of two (2) people, and an adult chaperone counts towards this capacity.
- \_\_\_\_\_ 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, blowhole, 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.
- \_\_\_\_\_ 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 Discover Dolphins 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:

\_\_\_\_\_  
Name (please print) Phone

If participant is under 18 years of age, please indicate the names and phone numbers of the adult that will be chaperoning the participant during the program. Please note that this chaperone may not participate in all aspects of the program:

\_\_\_\_\_  
Name (please print) Phone

Guest Signature \_\_\_\_\_ Date \_\_\_\_\_  
(If under 18 years of age, must be signed by a parent or guardian)