



Visiting Zoo Tampa at Lowry Park

Note to Caregivers

Food and Drink: We have various food locations throughout the Zoo. Those with additional dietary needs have the option of bringing a small number of specialty items for personal consumption. No straws, please, for the safety of our animals.

Arrival: The Zoo's regular operating hours are 9:30 to 5:00 p.m. daily. As you arrive at the Zoo, Security conducts bag checks and enters through a body scan before entry. No weapons are allowed.

Quiet Areas: Our Zoo is quite large, and you will find many areas within the park where you can stop and sit. While the volume of noise is not controlled during our regular hours, it is our experience that several areas exist that some of our guests have found suitable to use as quiet areas. These include: at the Penguin Conservation Center (near the Jungle Carousel), Lake Sharon area (near ZooVentures Theater), and at the front entrance next to the Tours and Guest Services Booth. There are also benches to sit on at the Manatee Circle and throughout Zoo Boulevard. If you need assistance locating a quiet space, please ask a Zoo employee or volunteer.

Guest Assistance: If you require assistance, please speak with a member of Zoo staff. If your child gets separated from your group, please speak with Zoo staff for assistance. Questions in advance of your visit can be answered by contacting our Guest Relations team at 813-935-8552 ext. 0.

Bug Spray and Sunscreen: We recommend applying bug spray and sunscreen as a majority of your time with us will be spent outdoors. The Manatee Circle Fountain and Wallaroo Station splash pads are typically open during regular park hours, so slip-resistant water shoes and a change of clothes are recommended for those using the water elements.

Sensory Key



There are lots of things to see here. It might be bright or hurt my eyes in places where I see this. I can wear sunglasses or cover my eyes.



There are lots of things to hear here. It might be loud in places where I see this. I can wear headphones or cover my ears if it gets too loud.



When I see this there will be things I can taste here. I do not have to put anything in my mouth if I do not want to.



There might be a strong smell in places where I see this. I can hold my nose or cover my nose with something that smells good.



There are lots of things to touch here. There might be things that I feel uncomfortable touching when I see this. I do not have to touch anything that I do not want to.

Plan Your Visit

We will go to the Zoo with

___ our family

___ our class

___ our friends

We will be at the Zoo

___ in the morning

___ in the afternoon

___ all day

We will eat

___ before the Zoo

___ at the Zoo

___ after the Zoo

We will

___ see the animals

___ go on rides

___ shop in the gift shop

___ go in the water fountains

Guidelines

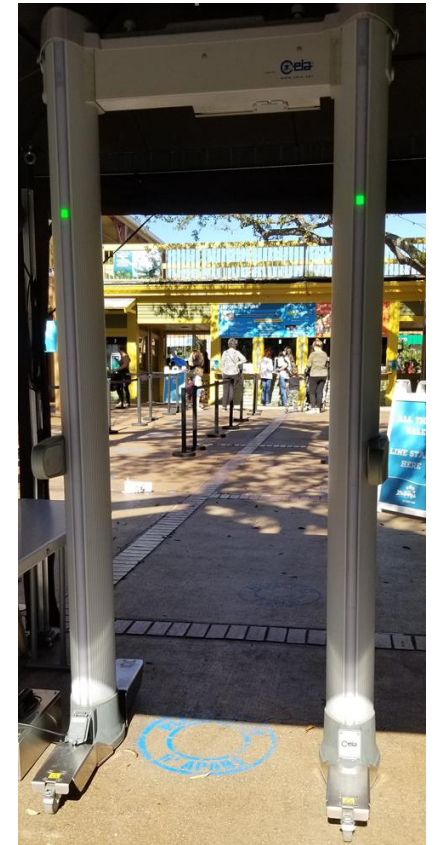
- We will use our walking feet in the Zoo.
- We will keep our feet on the ground. We will not climb on any railings or exhibits.
- We will keep our hands to ourselves. We will NOT touch the animals unless an employee says it is okay.
- We will be respectful to the animals. We will not yell or make loud noises.
- Please make sure to social distance 3 feet away from people you do not know while you are at ZooTampa.



Before You Enter the Zoo

When we arrive at the Zoo, we will go toward the main entrance of the Zoo. We will show the security guard what we have in our bags and then we will walk through a security scanner. The scanner will not hurt.

As soon as we are checked, we can go to the front gate.



Before You Enter the Zoo

If we already have tickets or a Zoo membership, we can enter through the front gate.

If we do not already have tickets, we will walk to the front gate to purchase a tickets. We will wait online for our turn.

After we pay, we will get our tickets. Then we can enter the Zoo.



Before You Enter the Zoo- Rides

Rides or parts of the Zoo might be closed.

We can look to see if there are any closures at the ticket booth or Tours & Guest Experience booth.

We might be disappointed that something is closed, but there are still plenty of things to see at ZooTampa.

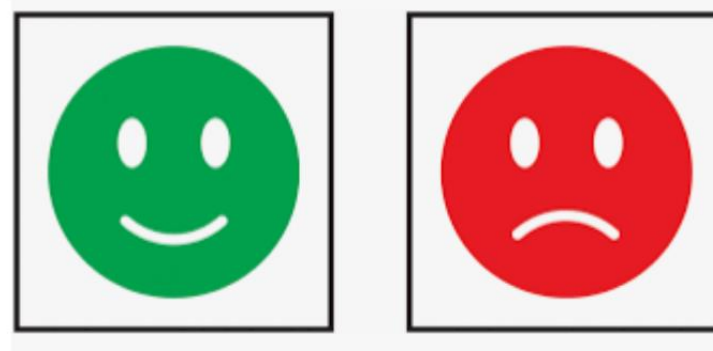


What I Will See When I Enter the Zoo

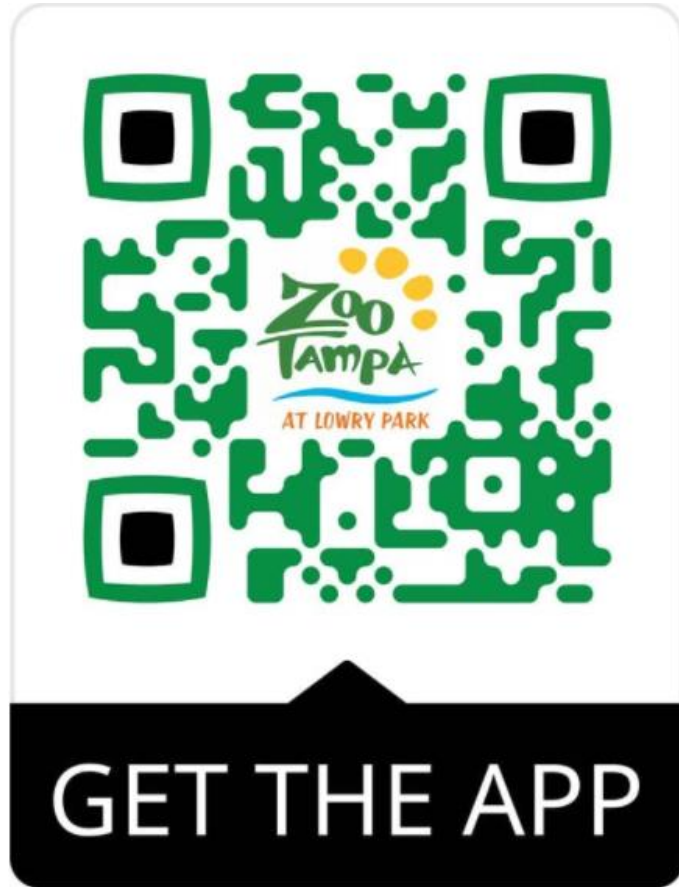


We will give the tickets to the Zoo employee who will scan the ticket or membership card.

I have a choice to have my picture taken by the photographer in front of the green screen.



Tours & Guest Services Booth



We can download ZooTampa's app.

Or

We can walk to the Tours & Guest Services booth to get a map. The maps will be in front of the window.



Where do you rent a Distract Pack?

We can ask a Zoo employee at the Tours & Guest Experience booth to rent a distract pack.

Sometime we will wait online for our turn.

If the Zoo is really busy the distract packs might be used by another person. That is okay, we can get one next time.

If I don't want to use the distract pack, I do not have to ask to use it.



What is inside a Distract Pack?



The distract pack has items I can use during our visit if I need a break. Items inside the distract pack may vary.

We will return these items before we leave the zoo.





We will look at the map and decide where we will go. The Zoo is very large. We might not get to see the entire Zoo in one visit. Either way, we will have fun seeing the animals.



The different colors of the map, indicate the different areas where the animals originally lived. We have Primate, Asia, Wallaroo Station, Safari Africa, and Florida.

Each area will have different animals. We will see signs telling us where to go to get to these areas.

Restroom Locations at ZooTampa

We might need to use the restroom while we are at the Zoo. We can look at the map for the closest restroom. The Restroom symbol shows you the location inside ZooTampa.

We offer an adult changing table inside the Wallaroo Station Women's Restroom.



Dining Options

If we plan on eating at the Zoo, we can look at the map to tell us where the restaurants are located. Somedays all of the restaurants will be open. Other days only some of the restaurants will be open. Either is okay.



Shopping

The Zoo has places to shop for souvenirs. We might want to look at these gift shops. Maybe we will buy something today. Maybe we will wait and buy things another time.



Rides

There are many rides at the Zoo. We might go on rides, or we might wait for another day.

If I go on the rides, I will listen to the employee and follow the rules.



Sometimes we might get tired and need to sit down. We can look for benches for us to sit and take a break on.



While we are at the Zoo, we might need to throw something away. We will look for the trash cans and recycling bins.

Interaction with Animals

In certain areas, we can interact with the animals. We can find social experience stories at Lorikeet Landing.

If I would like to see a scripted story, we can ask an employee to look at a copy.

When we are using the Modified Operation Plan the Petting Zoo will not be open for guests. The Petting Zoo is closed because we have to keep the animals and people safe

- Stingray Bay is currently closed because we are creating a new habitat and experience for the stingrays.



Being Safe at ZooTampa



A lot of people like to enjoy the Zoo. Somedays the Zoo is crowded. When the Zoo is busy, there might be people already looking at an animal. That is okay. We can wait patiently for our turn, or we can go see another animal and come back later.

Being Safe at ZooTampa

The animals live in different types of homes. We might see fences or posts in front of the animal habitat.

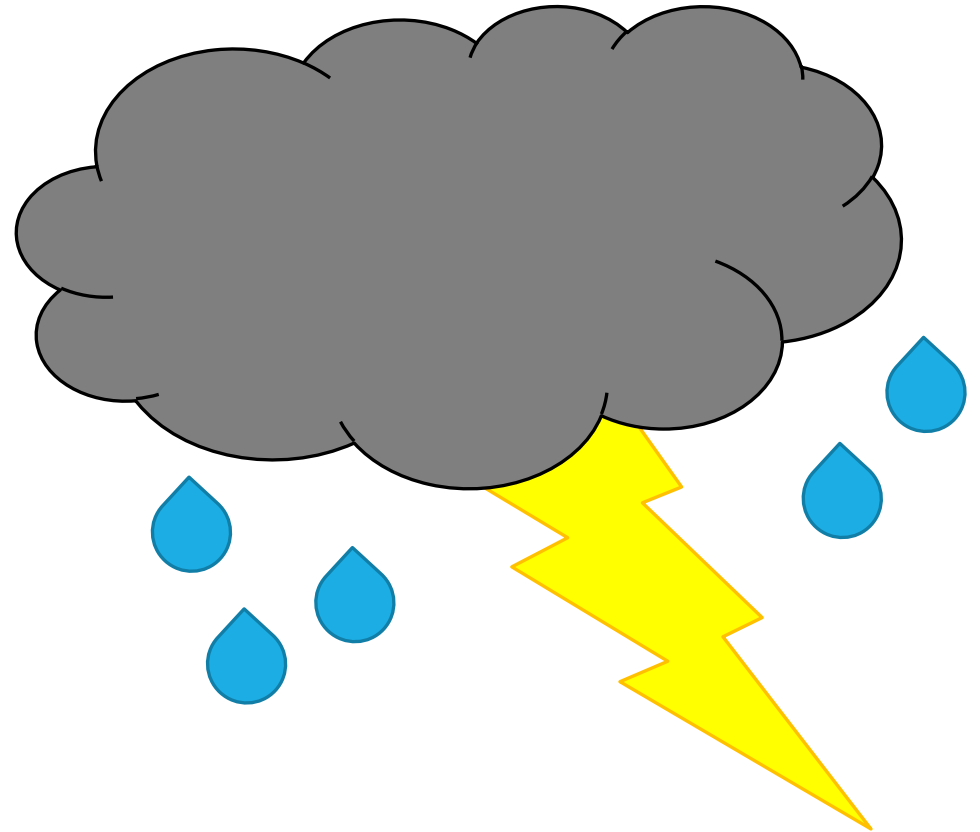
I will keep my feet on the ground and not climb or sit on the posts. I will keep my hands to myself.

This will keep us and the animals safe.



Being Safe at ZooTampa

During our time at the Zoo, weather may change and we might need to change our plans for the day. This may mean we go indoors or leave the Zoo. We come back another day.



Being Safe at ZooTampa



Animals make noises, just like we do. They might be new sounds to us that seem scary. The animals are not trying to hurt us. It is their way of communicating. If an animal is being loud and I don't like it, I can cover my ears or move to a different area. I will use a quiet voice when I am near an animal.

Being Safe at ZooTampa

The Zoo will have different smells than what we are used to. Some of them I might not like. That is okay. I can breathe through my mouth or cover my nose.



Being Safe at ZooTampa

The Zoo is an exciting place. There are a lot of things to see and do. We might see something fun up ahead. I will use my walking feet and stay with my adult. That way I stay safe and get to enjoy the different parts of the Zoo with my friends or family.

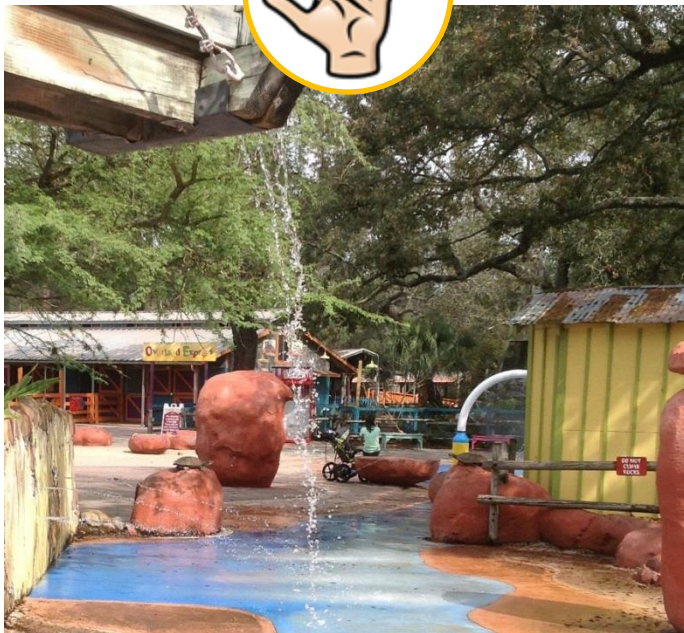


Being Safe at ZooTampa

If I get separated by accident, I will look for a Zoo employee. Employees may be wearing different shirts or jackets, but will all have a Zoo nametag. They will help me.



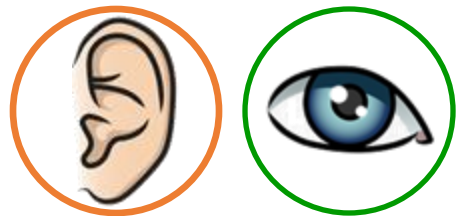
Being Safe at ZooTampa



In Wallaroo Station we will see a water play area. I will stay out of the water, unless the adult with me says it is okay. I will need to bring extra clothes that can get wet if I plan on going in the water. Maybe we will play in the water area, or maybe we will wait for another day. Either one is okay.

Being Safe at ZooTampa

When we go to see the manatees inside Manatee Mangrove, we will go through a tunnel. The tunnel is dark. I do not need to be afraid. I will be safe. Sometimes the tunnel can be loud. I can cover my ears if I do not like the noise.



Being Safe at ZooTampa



In the Manatee Mangrove Tunnel, we will see snakes behind glass and fish in their habitats. I might want to get an animal's attention. I will keep my hands to myself. I will not tap on the glass.



We will go through a long tunnel to get to Africa. The tunnel can be dark. I will be okay. We might hear loud voices in the tunnel. I can cover my ears if I do not like the noise. On the other side of the tunnel, we will see African animals.



Leaving ZooTampa

We will walk to the exit when it is time to leave. We might be sad to leave. It will be okay. Maybe we can come back to the Zoo another day!



1	6	What is your name?	phone number?	what's your house address?	driver's license or I.D.
2	7	I am here to help	please lie down	are you hurt?	wait here
3	8	examination	ambulance	hospital	bandage
4	9	how long?	4:03 minutes?	hours?	days?
5	0				

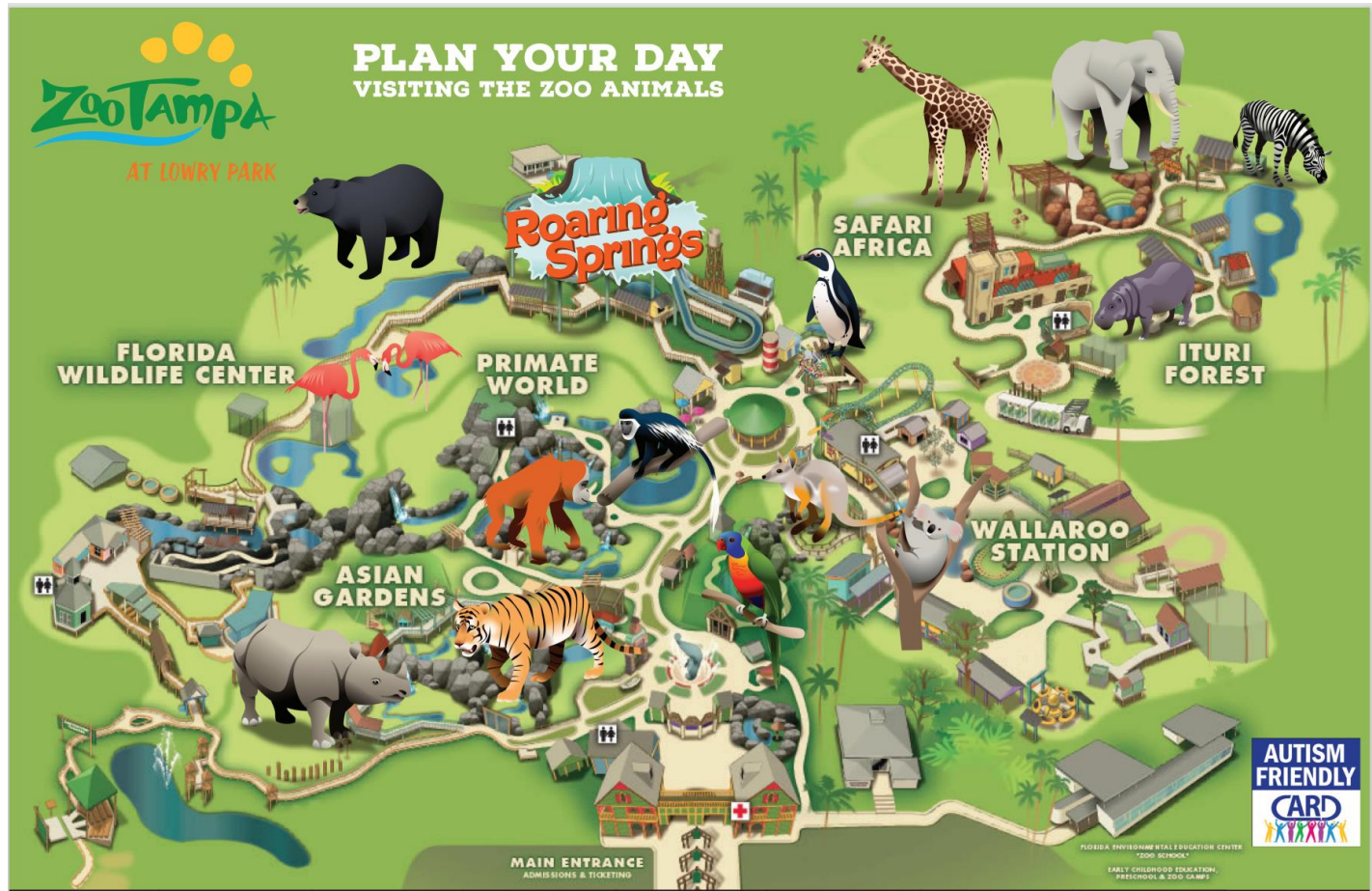
contact CARD at 813-974-2532 <http://card-usf.fmh.usf.edu>

10		q	w	e	r	t	y	u	i	o	p
9		a	s	d	f	g	h	j	k	l	
8		z	x	c	v	b	n	m	.		
7		space		←		back					
6						not what I meant					
5						not what I meant					
4						not what I meant					
3						not what I meant					
2						not what I meant					
1						not what I meant					

Visual Emergency Communication Tool



PLAN YOUR DAY
VISITING THE ZOO ANIMALS



1.	2.	3.	4.	5.	6.	7.	8.	9.
10.	11.	12.	13.	14.	15.	16.	17.	18.

THANK YOU

We thank our many like-minded partners for their support to produce materials to enhance the experience of guests at ZooTampa.



The Lowry Murphey Family Foundation, Inc.

