

Group Behavior Contract

Franklin Park Zoo | Stone Zoo

To make your group's visit to Zoo New England as enjoyable and educational as possible, please review the following guidelines with your students and chaperones before you arrive.

Please note: If you do not bring this signed contract with you on the date of your visit, we will provide one at check-in and ask that the group leader read and sign it before entry.

Arrival, Admission, and Departure

Please make every effort to arrive at your scheduled time. Late arrivals may experience delayed entry and reduced time inside the Zoo. Group leaders should check in at the designated group entrance upon arrival.

Bus Parking and Drop-Off

Each group is allotted a 15-minute window for loading and unloading buses.

Franklin Park Zoo

There is no on-site bus parking. Buses may park along the road by the golf course. Buses are not permitted in any Franklin Park Zoo parking lots.

Stone Zoo

Buses must park in the dedicated bus parking area. Please follow staff instructions and park only where designated.

Chaperones

School groups must maintain the following minimum student-to-chaperone ratios:

- Kindergarten: 5 students to 1 chaperone (5:1)
- Grades 1–12: 10 students to 1 chaperone (10:1)
- Students with special needs who require 1:1 supervision may be accompanied by one adult at no cost (1:1)

If your group includes students who would benefit from additional chaperones, please contact us in advance so we can work with you to plan appropriate support.

Chaperones must be at least 18 years old and are responsible for monitoring remaining with their assigned students to ensure the group follows Zoo New England policies and animal safety procedures (see below).

Zoo Policies and Animal Safety

Groups are expected to be well-behaved and to follow all Zoo New England policies and animal safety procedures, including:

- Stay with assigned chaperones at all times.
- Respect Zoo property, animals, and staff.
- Walk — do not run — through exhibits.
- Maintain a modest noise level.

Prohibited Items

For the safety of our animals, guests, and staff, the following items are not permitted in the Zoo:

- Weapons of any kind
- Alcohol and illegal drugs
- Drones, Balloons, Balls, Frisbees, Kites, Squirt Guns
- Bicycles, Scooters, Roller Blades/Skates, Heelys
- Radios
- Noise-making devices (horns, whistles, speakers, etc.)
- Laser pens and laser pointers
- Any other item Zoo staff deem dangerous or inappropriate

Prohibited Behaviors

- Throwing objects into exhibits
- Climbing or sitting on exhibits
- Yelling at the animals or tapping on glass
- Feeding animals outside of designated feeding exhibits
- No smoking tobacco products or e-cigarettes

Free-Ranging Peacocks (Franklin Park Zoo, Spring and Summer)

During the spring and summer months, free-ranging peacocks roam Franklin Park Zoo. Guests may not chase, touch, grab, feed, surround, crowd, or take feathers from these birds.

Dining

Picnic areas are available throughout the Zoo. Designated event spaces and tents are reserved for events booked through our events department and may not be used by groups without a reservation.

Groups may bring their own food and beverages into the Zoo. Food can also be purchased at our concession areas, either in advance through vouchers or on the day of the visit. The Zoo does not provide storage for group belongings; groups are responsible for their own items.

Personal Items

Zoo New England is not responsible for loss, theft, or damage of personal items brought onto Zoo property.

Acknowledgment and Signature

By signing below, I confirm that I have reviewed this Group Behavior Contract with my chaperones and students and that I accept responsibility for our group's conduct during our visit to Zoo New England. I understand that my group may be asked to leave if this contract is violated.

FAILURE TO COMPLY WITH ANY OF THESE POLICIES MAY RESULT IN YOUR GROUP BEING ESCORTED OUT OF THE ZOO.

Name (please print):

Title / Role:

Organization:

Phone / Email:

Signature:

Date of visit:

Date signed: