



## Frequently Asked Questions

- **What are the hours of the event?**
  - 5:30 p.m. – 9:30 p.m.
- **How much does a ticket cost?**
  - Tickets cost \$15.50 for Cleveland Zoological Society members, \$18.50 for non-members and a four pack is available for \$50 if you purchase them in advance. The day of price is \$20.50 per ticket and a four pack is available for \$60. Children under 2 are free.
- **I purchased tickets online, what do I do next?**
  - Online tickets can be printed or they can be directly scanned off your phone.
- **What does my ticket include?**
  - Tickets include admission to Wild Winter Lights which includes access to view over one million lights, free rides on Circle of Wildlife Carousel, showings of The Polar Express in the 4-D Theater, a light show on Waterfowl Lake and a visit with Santa.
- **Is there an additional cost to take your photo with Santa?**
  - Guests are welcome to take photos with Santa on their phone or camera at no charge. Photos will also be available for purchase.
- **Does a ticket to Wild Winter Lights also provide entry to regular Zoo hours?**
  - Wild Winter Lights tickets are only valid from 5:30 p.m. – 9:30 p.m. for the special event.
- **Can I use my Giant Eagle tickets for Wild Winter Lights?**
  - Giant Eagle tickets are only valid for General Admission during the day.
- **Are there any discounts?**
  - Visitors can purchase tickets in advance and save at [FutureForWildlife.org/lights](http://FutureForWildlife.org/lights).
- **Are there any discounts for children?**
  - All guests are the same price. Children under 2 are free.
- **Will I be able to see animals during the event?**
  - Many animals that are cold tolerant and enjoy the cold will have voluntary access to their habitats such as bears, tigers and reindeer.
- **Will there be trams?**
  - Tram service will not be available during this event.
- **What other services are available?**
  - Sensory bags, electric wheelchairs and push wheelchairs are available. To reserve a wheelchair, please contact our Gift Shop 216-661-7603.

- **What food/concessions will be open?**
  - Pizza Hut, McDonald's, Wilderness Grill, Wade Hall as well as other winter treats including s'mores and gourmet hot chocolate will be available for purchase.
- **Will there be alcohol at the event?**
  - Yes – alcohol will be available for purchase, including holiday craft beers.
- **Are pets allowed into the event?**
  - Pets are not permitted in the Zoo. Service animals covered by ADA regulations are allowed in once they speak with a Zoo staff supervisor.
- **Is the event outdoors?**
  - Yes – the majority of the event is outdoors, with some portions indoors. There will also be warming stations available.
- **Will the event occur if it rains or snows?**
  - Yes – this is a rain or shine event. No rainchecks are available.
- **What parts of the Zoo are closed?**
  - The RainForest, Australia Adventure and Primate, Cat and Aquatics buildings are closed for Wild Winter Lights.
- **Who should I contact with purchasing questions or issues?**
  - Please contact the Revenue Office at 216-635-3378.
- **Is parking free?**
  - Yes – parking is always free at the Zoo.
- **What items are prohibited?**
  - Balloons, recreational scooters, skateboards, hoverboards, sporting balls, roller skates, Heelys shoes, bicycles, pets and grills are prohibited.

[Buy tickets](#)