

## **Asian Lantern Festival FAQ**

### **1. Does a ticket to Asian Lantern Festival also provide entry to the Zoo?**

Asian Lantern Festival is a separate ticketed event that provides entry to the Zoo when the event begins each night (6:30pm). Hundreds of lanterns making up more than 40 large scale displays are placed across several destinations of the Zoo including the Welcome Plaza, African Savanna, Wilderness Trek, Asian Highlands, Waterfowl Lake and more.

While the majority of the Zoo can be enjoyed during the festival, a few areas will be inaccessible during festival hours including Australian Adventure, Primate, Cat & Aquatics and The RainForest. Please see the festival map ([here](#)).

Regular Zoo admission does not provide entry to Asian Lantern Festival.

### **2. Can I visit all the animals during Asian Lantern Festival?**

The majority of the Zoo destinations can be enjoyed during the festival though a few areas will be inaccessible. See festival map ([here](#)).

As is typical during regular Zoo hours, Cleveland Metroparks Zoo's animals are given choice whether to spend time outdoors or in their off-habitat areas. Some animals such as the Amur and Snow Leopards are nocturnal and may be more active during event hours while other animals may be less visible depending on their individual needs.

### **3. Is Asian Lantern Festival a family-friendly event?**

Asian Lantern Festival is designed for everyone to enjoy – from a family outing, romantic date or coworker get-together.

### **4. Are there any discounts for children?**

Children under 2 enter Asian Lantern Festival free. Ages 2 and up require a ticket. Families can save by purchasing the Family 4-pack discount or by purchasing in advance online.

### **5. Does the Family 4-pack work for any combination of adults/children?**

The Family 4-pack works for guests of all ages.

### **6. When will the special performances occur each night?**

Live acrobatic performances based on traditional Chinese practices can be seen on the Fifth Third Bank stage each night, including plate spinning, Chinese yo-yo performances, foot juggling, contortionists and dramatic dances that involve quick, fluid movements.

Thursday nights will feature two live performances at 8 and 9 p.m. and Fridays through Sundays will feature three live performances at 7, 8 and 9 p.m. Each performance will total approximately 15 to 20 minutes.

**7. Will there be trams operating during Asian Lantern Festival? (anything ADA that we can add? Can guests rent wheelchairs during festival hours?)**

While trams will not operate during the event, wheelchairs and EVCs are available for rental through the Main Gift Shop, reservations are suggested at 216-661-7603.

**8. What food will be available for purchase at the event? Are concessions going to be open?**

The Asian Lantern Festival will feature a variety of Asian food and beverage, including Ramen Noodle bowls, Korean BBQ sandwiches, and traditional Asian beer. During the festival, some of the Zoo's regular concessions, such as the Asian Highlands' Kiko's Kitchen, and Pizza Hut will also be available for purchase. During event hours, the Wilderness Grill will also feature an Asian Lantern Menu from 6:30-9:30pm with items such as the Fresh Ramen Noodle bowl with stir fry veggies, Korean BBQ pork sandwich, and veggie egg rolls.

**9. Will Asian Lantern Festival occur during Twilight at the Zoo on August 3<sup>rd</sup>? Will the lanterns be lit?**

There will be no Asian Lantern Festival on Friday, August 3<sup>rd</sup> due to Twilight at the Zoo, though guests can still enjoy a majority of the colorful lanterns across the event.

**10. Are there any offers for larger group discounts or corporate availability for the event?**

Please contact our special event rentals department at 216.635.3304 for details on large group discounts and corporate availability. (Tim Savona or Stacy Deschant)

**11. Are pets allowed into the festival?**

No, pets are not permitted on Zoo grounds. Only service animals are permitted on Zoo grounds including during special events such as the Asian Lantern Festival.

**12. Will the festival occur if it rains?**

The Asian Lantern Festival is a rain or shine event.

**13. Are attractions such as the carousel going to be open?**

The Circle of Wildlife Carousel, Boomerang Train and 4D Theater will not be open during the festival.

**14. Do Total Experience holders also receive a discount?**

No, Total Experience memberships can only be used during regular Zoo hours.

**15. How much walking is required to see the area where the lanterns are?**

The majority of lanterns are located throughout the lower portion of the Zoo. For guests who need assistance walking, wheelchairs and EVCs are available for rent through the main gift shop.

**16. Can prepaid online tickets be used on a different day if it rains?**

The festival is a rain or shine event. For more information, please contact our guest services department at 216.635.3305.

**17. What benefits do Fifth Third Members receive?**

Members of Fifth Third Bank will have a dedicated admissions line to skip the wait, a keepsake paper lantern for each guest, and preferred seating for the live performances on the Fifth Third Bank Stage. Proof of membership such as a banking card is required.

**18. Is alcohol available in the event?**

A variety of alcohol, including specialty Asian alcohol is available for purchase in the event. The Beer Hut (located near the Chinese Story featured Lantern) will carry Moonstone Asian Pear Sake, and the African Elephant Crossing Beer Garden, as well as the Beer Hut, will have Sapporo Premium Beer and Tiger Asian Lager available.

**19. Who should I contact with purchasing questions/issues?**

Please contact our ticket sales department at 216.635.3378 for questions regarding purchasing tickets. (The zoo is currently working on an alternate plan because that is the revenue office).