



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.
- **What entertainment will be at the event?**
 - Nightly entertainment varies, but may include carolers, choirs, instrumental ensembles and more. Costume characters and ice carving available nightly.
- **When are The Singing Angels performing?**
 - The Singing Angels will be performing on November 23, 29, Dec 6, 13, 20 and 27 at 6, 7 and 8 p.m.
- **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.
- **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 are available at Guest Services. Electric wheelchairs and push wheelchairs are available for rent. To reserve a wheelchair, please contact our Gift Shop 216-661-7603.
- **What food/concessions will be open?**
 - Pizza Hut, 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.
- **Are there discounts for large groups?**
 - Discounted admission is available as an advance purchase for large groups of 20 or more people. Call 216-635-3391 to purchase. Additional tickets purchased on your event date will be sold at "Same-Day" Box Office rates. The rate for large groups of 20 or more people is \$12.50 per person.

[Buy tickets](#)