

## **Frequently Asked Questions**

### **What are the hours of the event?**

11:30 a.m. to 3:30 p.m.

### **How much does a ticket cost?**

General admission for Trick-or-Treat Fest which includes Zoo general admission is \$16 for non-members and \$8 for members. Children under 2 enter free.

### **Can I buy tickets day of at the Zoo Box Office?**

To allow for proper social distancing, attendance to the Zoo and Trick-or-Treat Fest will remain limited and guests are strongly encouraged to purchase their tickets in advance.

### **Is general admission open during Trick-or-Treat Fest?**

Yes. Participation in Trick-or-Treat Fest is optional.

### **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?**

Spook-tacular live performances in the Zoo's Amphitheater, access to more than a dozen Trick-or-Treat stations located around the Zoo's Halloween-themed Australian Adventure, meet-and-greets with costume characters as well as unlimited rides on the Circle of Wildlife Carousel and entry to the Dinosaurs Around the World exhibit.

### **Does a ticket to Trick-or-Treat Fest also provide entry to regular Zoo hours?**

Yes. Trick-or-Treat Fest tickets provide access to the Zoo during general admission hours of 9:30 a.m. to 4 p.m. as well as access to the Trick-or-Treat Fest area during the event hours of 11:30 a.m. to 3:30 p.m.

### **Are pets allowed into the event?**

Pets are not permitted in the Zoo. Service animals covered by ADA regulations are allowed into Cleveland Metroparks Zoo once they speak with a Zoo staff supervisor. Service animals are not permitted into restricted areas, please refer to [our policy](#) for more information.

### **Are masks required for guests?**

Guests are required to wear facial coverings during their visit. Facial coverings are not required for children under 6 years of age, or any individual who cannot wear a face covering because of a medical condition, mental health condition or developmental disability, or who is unable to remove the face covering without assistance, and any individual who should not wear face coverings under the CDC guidance. Face coverings are not required while patrons are dining at the Zoo. If a patron is not seated at his or her table, a face covering is required.

### **What safety measures will be at Trick-or-Treat Fest?**

To allow for proper social distancing, attendance to the Zoo and Trick-or-Treat Fest will remain limited and guests are strongly encouraged to purchase their tickets in advance. The Zoo has implemented several additional safety measures including handwashing stations and frequent sanitation of Zoo grounds. Guests are required to wear facial coverings during their visit, unless under 6 years of age, or because of an existing condition.

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

All guests are the same price. Children under 2 are free.

### **How long does the Trick-or-Treat Fest Experience last?**

Trick-or-Treat Fest runs from 11:30 a.m. to 3:30 p.m. and guests can participate in a variety of activities as part of the experience, including unlimited access to the Circle of Wildlife Carousel and Dinosaurs Around the World exhibition. Each ticket gives you exclusive access to Trick-or-Treat Way presented by Wayside Furniture featuring more than a dozen candy stations. To allow for social distancing, guests can expect to spend approximately 30+ minutes in the trick-or-treat area. Additionally, Trick-or-Treat Fest includes an approximately 15 minute long live performance at the Zoo's Amphitheater. Guests are permitted to experience the rest of the Zoo grounds before, during and after the event.

### **What is included in the Live Performance?**

Come experience Jurassic Jungle and rawr with us in an educational production that inspires curiosity and a love of natural history. Featuring a team of dinosaur conservationists and live dinosaurs!

### **Will you have treats for kids that are allergic and/or cannot have candy?**

Yes, Trick-or-Treat Way will have a variety of treats for guests with individual needs.

### **What if I miss my time for Trick-or-Treat Fest?**

Alert Zoo staff upon arrival and they will provide you entry into the soonest available timeslot.

**Can I get into the Trick-or-Treat Fest early if I come to the Zoo early?**

Entrance into Trick-or-Treat Fest will be limited for social distancing and guests will only be permitted entry during their timeslot.

**Can I change my trick-or-treating timeslot?**

Timeslots are scheduled to allow for social distancing for all Trick-or-Treat Fest attendees. If you would like to change your timeslot, you can alert Zoo Staff upon arrival to see if an alternative timeslot is available.

**All my friends are going at this time, but it is all sold out, can I still get a ticket?**

Due to COVID-19, the Zoo and entry into the Trick-or-Treat Fest area is limited.

**Can I still visit the zoo without attending The Trick-or-Treat Fest?**

Yes, Trick-or-Treat Fest is an optional experience. The Zoo remains open for general admission from 9:30 a.m. to 4 p.m. daily.

**If I buy the member ticket when my membership is active, but then my membership expires before my ticket date, can I still get in?**

Yes, but you would not receive the membership rate.

**Can I buy the member price ticket for my non-member friends?**

Discounts are for members only. Non-members must pay the non-member price of the ticket. Members will be required to show their membership card, along with their Trick-or-Treat Fest ticket.

**Will there be trams?**

Tram service will not be available.

**What other services are available?**

Sensory bags, electric wheelchairs and push wheelchairs are available. To reserve a wheelchair, please contact our Gift Shop at 216-661-7603 (the Zoo Gift Shop does not have email access).

**What food/concessions will be open?**

All Zoo concessions and gift shop opportunities except The RainForest Café and Gift Shop will be open, weather permitting.

**Will there be alcohol at the event?**

Yes, alcohol will be available for purchase.

**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.

**Will the event occur if it rains?**

Yes, this is a rain or shine event. No rainchecks are available.

**What parts of the Zoo are closed?**

- All playground areas will remain closed.
- The Contact Yard and Camel Ride experience is closed.
- The Sarah Allison Steffee Center is closed.
- The RainForest is closed due to ongoing improvements.

**Who should I contact with purchasing questions or issues?**

Please contact the Revenue Office at 216-635-3378.

**Do people dress up in costume? Is it family friendly?**

Yes, Trick-or-Treat Fest is a family-friendly event. Guests are encouraged to wear fun (not scary) costumes.

**Is parking free?**

Yes, parking is always free at Cleveland Metroparks Zoo.

**What items are prohibited?**

Balloons, recreational scooters, skateboards, hoverboards, sporting balls, roller skates, Heelys shoes, bicycles, pets and grills are prohibited.