



Frequently Asked Questions

- **What are the hours of the event?**
 - 5:00 p.m. – 9:00 p.m.
- **How much does a ticket cost?**
 - Tickets cost \$12.00 for Cleveland Zoological Society members and \$13.00 for non-members if you purchase them in advance. All tickets day of price are \$16.00. 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 Boo at the Zoo, Trick or Treat Stations, Glow Show, Monster Mash Dance Party, unlimited 4-D Theater movies, Carousel and Train rides, Character Meet and Greets, Magic Show, Bubble Fun and Kooky Cellists!
- **What is the Character Dinner and what does it include?**
 - The Character Dinner includes a character meet and greet and a Halloween movie. The dinner includes chicken tenders, mac and cheese bar, mini corn dogs, salad, dessert and punch.
- **Does a ticket to Boo at the Zoo also provide entry to regular Zoo hours?**
 - No – Boo at the Zoo tickets are only valid from 5 p.m. – 9 p.m. for the special event.
- **Can I use my Giant Eagle tickets for Boo at the Zoo?**
 - No – 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/boo.
- **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?**
 - Just like daytime hours, our animals will have the choice of indoor outdoor access.
- **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 spooky treats will be available throughout the park.
- **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?**
 - The RainForest and Primate, Cat and Aquatics buildings are closed for Boo at the Zoo.
- **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 and yes.
- **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.