



# ACCESSIBILITY GUIDE



## PARKING

Vehicles with a valid accessible parking permit receive free parking in any space. There are accessible parking spaces in each of the zoo's [five parking lots](#).

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## AIDES, ATTENDANTS AND GUIDES

One-to-one aides or attendants of guests with disabilities receive complimentary admission with the exception of ticketed events, such as ZooTunes. Please let the ticket office know that you are visiting with a one-to-one attendant to receive their free admission.

A family member or friend who visits the zoo to assist a blind guest receives **complimentary** admission. Please let the Ticket Office know that you are visiting with a one-to-one guide to receive their free admission.

## SERVICE ANIMALS

We prioritize the health and well-being of animals in our care, including many sensitive species. Therefore, we require additional steps to bringing fully-trained service animals on grounds. Please read the [Service Animal Guidelines](#) thoroughly before your visit. Service Animal Guidelines are also available in braille, ask at either Guest Services.

When you arrive, we require that you and your service animal check in at the ticket office before entering the zoo.

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## SIGHTED GUIDES

Woodland Park Zoo is dedicated to providing experiences that connect everyone to wildlife and conservation. Blind and low vision guests can request a trained sighted guide for their visit. With 14 calendar days' notice, we will do our best to match you with a trained volunteer as your sighted guide for the zoo. Guides are prepared to assist with navigation, connect guests with tactile experiences, read signage, and provide auditory context about the exhibits and the animals in them. At least 14 days prior to your visit, please fill out the Sighted Guide Request Form or call 206.548.2450 to fill out the form verbally.

At least 14 days prior to your visit, please fill out the [Sighted Guide Request Form](#) or call 206.548.2450 to fill out the form verbally.

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## SIGN LANGUAGE INTERPRETERS

Woodland Park Zoo provides complimentary admission to a family member/friend who accompanies a Deaf guest to interpret scheduled programs (e.g. Keeper Talks). If you bring an interpreter, simply let a staff member know at any ticket window to receive the complimentary admission.

Certified Sign Language Interpreters can be arranged upon request for zoo events, classes or programs. We require 14 calendar days' notice to provide an Interpreter. Please fill out the [Sign Language Interpretation Request form](#) before your visit.

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## DISCOUNTS

### SINGLE VISIT

Guests with a disability can receive \$2.00 off admission by request. Simply ask for disability pricing in-person at a ticket window.

Present your Mayor's Gold Card or Flash Card at any ticket window to receive 75% off regular admission prices.

For a complete list of the available discounts that we offer, please visit our website at [www.zoo.org/discounts](http://www.zoo.org/discounts).

## MEMBERSHIP

Adults with a disability requiring assistance of a one-to-one aide can receive \$14.00 off their total membership and free admission for a one-to-one aide. This discount is offered at the Membership Office only at either zoo entrance, not online.

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## BATHROOMS



Restrooms at Woodland Park Zoo with an accessible stall.



Family/all gender restrooms are available at the following locations:

- West Entrance, outside the entry gates (two rooms)
- West Entrance inside the gates and north of the ZooStore (two rooms)
- Cathy Herzig Basecamp Northwest at Living Northwest Trail (two rooms)
- Family Farm, near the Contact Area (one room)

If you or someone in your party are in need of an adult-sized sanitary space for changing or medical needs, please visit Guest Services near the South Entrance or West Entrance. They have a private space with a medical bench that you are welcome to use.

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## MOBILITY EQUIPMENT RENTALS

Guests can rent mobility equipment at Guest Services near the South or West Entrances. Equipment is available on a first-come first-served basis; we apologize that we are unable to accept reservations.

Guests must provide an ID card and payment for the following prices:

- Wheelchair, non-electric, \$10\*
- Electric mobility scooter or ECV, \$25\*\*
- Single stroller, \$8
- Double stroller, \$10
- Wagon, \$11

\*Recipients of EBT/Washington Quest, WIC assistance, and foster and kinship families can receive a 50% discount on wheelchair rentals. Must present verification such as EBT/Washington Quest card, WIC voucher/card or appointment folder; DCYF caregiver authorization form, or foster caregiver ID card or license certificate.

\*\*Conditions: Must leave \$200 refundable deposit and valid driver's license; 18 years and older; or 16 years with parent/guardian permission; 400-pound weight limit.

## SENSORY NEEDS & CONSIDERATIONS

See our [Sensory Map](#) as a guide to areas of the zoo which tend to be quiet and less crowded, are shady and cool, or have space to move and interpretive objects to touch. We also have a Social Story for Zoomazium, our indoor play space, which may help guests with sensory needs know what to expect.

You can borrow sensory tools (fidgets, noise-cancelling headphones, weighted lap blankets, pin-wheels, etc.) at Zoomazium and both Guest Services. Available on a first-come first-served basis, simply ask a staff member to check out an item. When leaving the zoo, return items to Zoomazium or either Guest Services location.

Fridays in Zoomazium are "Sensory-friendly Fridays." On Fridays the Strangler Fig tree is closed to create a quieter and more comfortable environment for children with sensory sensitivities and their families. Soothing, exploratory sensory activities are also provided to support language development, motor skills, problem solving skills, and social interactions.

For guests who are sensitive to noise, the best months to visit are during the off-season (October – April) when there are fewer guests. In the spring or summer, arrive at opening (9:30 a.m.) or after 3:00 p.m. when the zoo is less crowded (peak crowds are around midday, especially on weekends).

Some areas to avoid if crowds and noise are overstimulating include:

- 1899 Grove:  
indoors can be crowded and loud; outdoor areas are usually calmer. Other food areas are typically less busy.
- Historic Carousel:  
indoor area with music, clanging bells, lights and crowd noise
- Humboldt penguins:  
especially noisy during feeding time programs

The nearby Seattle Sensory Garden within the Woodland Park Rose Garden is designed to be interactive. Guests are encouraged to touch and explore plants and a variety of elements including wind chimes and temple bells. Access to the Rose Garden is free and does not require admission to the zoo. Hours are 7:30 a.m. until dusk, every day of the year.

## CONCERTS AND SPECIAL EVENTS

Additional accommodations can be made for any of the zoo's after-hours events; please email [zooinfo@zoo.org](mailto:zooinfo@zoo.org) to make arrangements or ask questions.

During ZooTunes concerts, space in the Accessible Reserved section is available for ADA patrons and up to three ticketed companions. Indicate that you need accessible seating when purchasing your tickets. For additional [ZooTunes accessibility](#) information follow the link.

## FIRST AID

**In the event of an emergency please call 206.548.2595**, as this helps us to better assist ambulances onto grounds if needed.

For general first aid needs, visit Guest Services near the South Entrance or West Entrance. Most of our Security staff are Emergency Medical Technicians.

## CAMPS AND CLASSES

One-to-one aides are welcome as a part of the group and can attend at no extra charge. One-to-one aides are required if (1) the participant requires the full attention of an adult (2) needs assistance toileting or with other medical needs or (3) must have assistance to eat.

We provide reasonable accommodations and scaffolding to any of our programs for accessibility. We advocate for open, direct, respectful communication with all participants and their caregivers. We seek to learn about individuals' needs and how to set them up for success. We believe that supporting people with disabilities improves experiences for all participants in the program.

## VOLUNTEERING

We encourage people of all abilities to apply to volunteer! All volunteers receive thorough training and mentoring for their first few shifts, with additional support available as needed.

One-to-one aides, job coaches, or family supports are welcome to help create the right volunteer position for you. Find more information about [volunteer opportunities](#), or email [volunteer@zoo.org](mailto:volunteer@zoo.org) with questions.



## WHEELCHAIR ACCESSIBILITY & TRAIL TEXTURE

Woodland Park Zoo is free of most physical barriers and obstacles. However, there are routes that may be difficult for some wheelchair users – for example, unpaved paths are difficult when it is muddy. The following trail descriptions are marked on the Accessibility Map by number, starting at the South Entrance and moving counter-clockwise along the Main Loop Path. Areas marked with an asterisk (\*) feature wheelchair-accessible restrooms. Additional restrooms are marked on the Accessibility Map.

1. AFRICAN SAVANNA OVERLOOK: Paved surface.
2. AFRICAN SAVANNA: Gravel path; well-packed but often uneven; double doors at Savanna Aviary.
3. LION/WARTHOG VIEWING SHELTER: Paved but uneven path, moderate grade to viewing windows and viewpoints.
4. ASSAM RHINO RESERVE: Paved path with steep grades toward rhino barn; gravel surface at the Rhino Encounter area.
5. TRAIL OF VINES: Paved paths and wooden boardwalk with easy grade.
6. ADAPTATIONS BUILDING: Paved path inside with slight grade to north and south entrances.
7. WILDLIFE THEATER: Paved with easy grade.
8. GATHER+GRAZE CAFÉ: (open seasonally) paved surface and eating area with easy grade.
9. HISTORIC CAROUSEL: Can accommodate most wheelchairs, one wheelchair at a time. It may take a few minutes to get ready. If you would like to ride the carousel in your wheelchair, just ask!
10. \*LIVING NORTHWEST TRAIL: Paved paths with easy viewing and challenging grade. Family/All gender restroom in Tundra Center.
11. AUSTRALASIA: Paved path with easy viewing and grade.
12. CRITTER CONNECTIONS: Paved surface with level grade.
13. BANYAN WILDS: Paved trail with level grade and easy viewing through glass panels.
14. PENGUINS: Paved path with moderate grade and viewing through glass panels.
15. 1899 GROVE: Wheelchairs-accessible entrance at south doors.
16. GORILLA HABITATS: Paved path with moderate grade on west side. Easy viewing through glass panels.
17. TROPICAL RAIN FOREST BUILDING: Double glass doors at entrance, midpoint, and at exit. Carpeted and boardwalk path with slight grade.
18. \*TROPICAL RAINFOREST LOOP: Paved path and boardwalk with easy grade. Wheelchair-accessible restroom IS ON south end.
19. MOLBAK'S BUTTERFLY GARDEN: Gravel path with level grade; well-packed but uneven; double doors at entry and exit.
20. POLINATOR PATIO: Gravel path with slight grade; well-packed but uneven.
21. \*ZOOMAZIUM: Indoor surface carpeted. Automated double glass doors. Most areas are accessible for wheelchairs except the mountain and strangler fig tree play areas.
22. ALVORD BROADLEAF THEATER: Gravel surface in seating area; space at front for wheelchairs.
23. TEMPERATE FOREST: Paved path with easy grade; easy viewing.
24. TEMPERATE WETLANDS: Gravel on path may be difficult; double wooden doors at entrance and exit.
25. CONSERVATION AVIARY: Gravel path with level grade; double wooden doors at entrance and exit.
26. BUG WORLD: Indoor paved surface with no grade.
27. \*FAMILY FARM: Paved path with moderate grade; gravel surface Contact Area.

# WOODLAND PARK ZOO

North 59<sup>th</sup> Street



The zoo is smoke-free!  
Thank you for not smoking or vaping.

Metro Bus Route 5

Phinney Avenue North

Metro Bus Route 5

Metro Bus Route 5

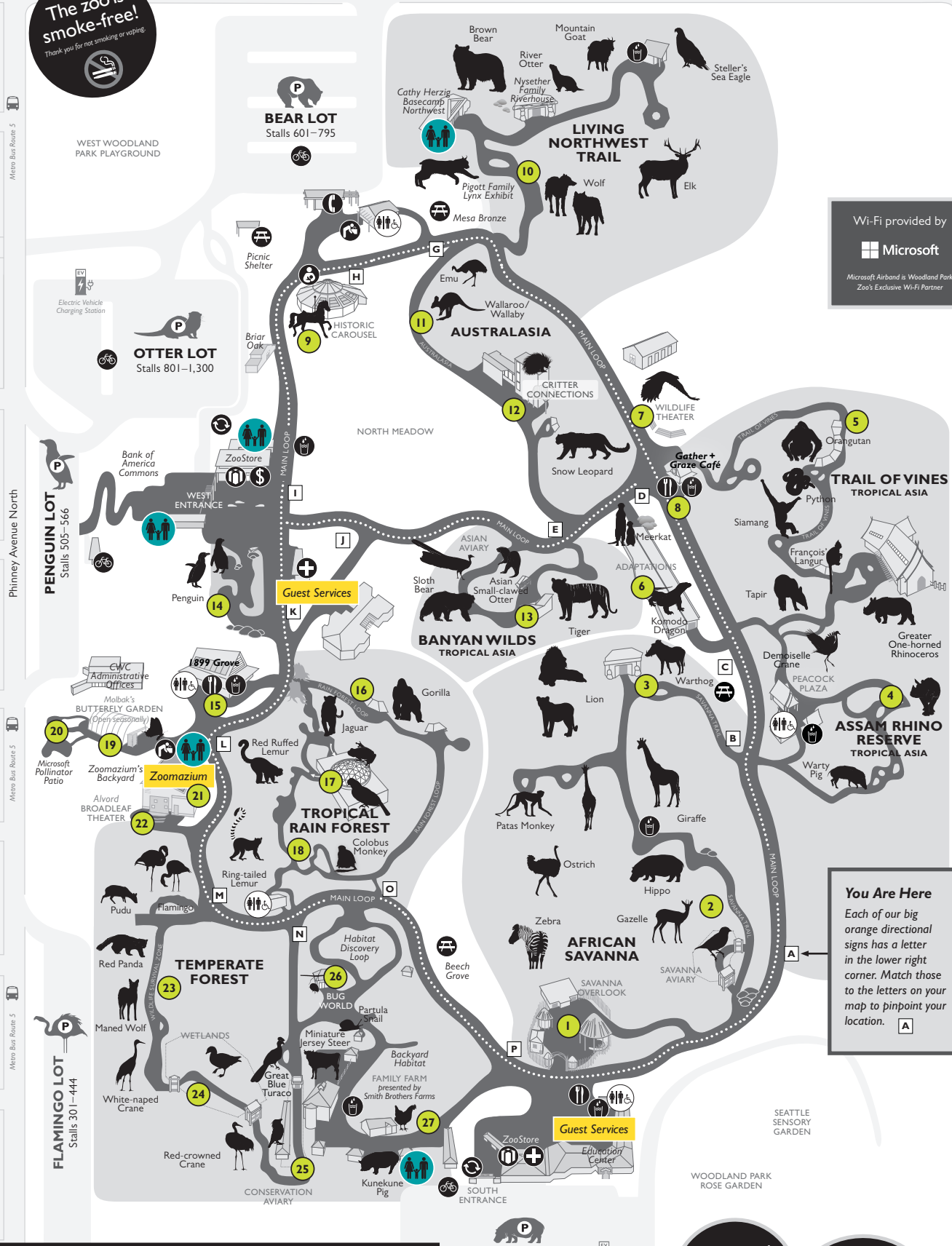
Metro Bus Route 5

**Accessibility Key**  
1 Trail Texture Guide  
See numbered list on back  
Family Restroom  
Extra space provided

**Did you know** we have sensory tools such as weighted vests, pinwheels, fidgets and noise-cancelling headphones available? Visit Zoomazium to learn more and to borrow these items!  
**Wheelchair rentals** are available at both Guest Services locations.

- Guest Services First Aid
- Food
- Gifts
- Picnic Area
- Water Station powered by Carter Subaru
- ECO-CELL Recycling Station
- Restroom
- Cash Machine
- Parking Lot
- Bike Rack
- Drinking Fountain
- Mother's Room

The main loop is approximately 0.80 miles around.  
**Guest Services / Emergency: 206.548.2604**



Wi-Fi provided by



Microsoft Airband is Woodland Park Zoo's Exclusive Wi-Fi Partner

**You Are Here**

Each of our big orange directional signs has a letter in the lower right corner. Match those to the letters on your map to pinpoint your location.

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**BECOME A MEMBER TODAY!**

Find fun gifts today at the **ZooStores!**