



COMMUNITY ACCESS PROGRAM TICKET GUIDE 2023

OVERVIEW 说明

Congratulations on being a 2023 Community Access Program partner! We are delighted to partner with you this year and provide access to Woodland Park Zoo for the individuals you serve. As a Community Access Program partner, you are receiving digital individual tickets in the form of promo codes and/or group tickets. These promo codes and group tickets have been emailed to you. 祝贺您成为 2023 年社区准入计划(CAP)的合作伙伴! 我们很高兴今年能与您合作, 为您服务的个人提供伍德兰动物园的入场机会。作为社区准入计划的合作伙伴, 您将收到以优惠代码和/或团体门票形式发送的个人数字门票。这些优惠代码和团体门票已经通过电子邮件发送给您

This document includes: 本文档包括

1. Instructions on how to distribute and redeem individual tickets 如何分发和兑换个人门票的说明
2. Instructions on how to use your group tickets, if you received them 如何使用团体门票的说明 (如果您收到团体门票)
3. FAQ sheet with many questions answered 常见问题解答
4. One-page overview 一页指南

If you have any questions, please feel free to contact us at cap@zoo.org. 如果您有任何问题, 请随时联系 cap@zoo.org.

INDIVIDUAL TICKETS 个人门票

If you requested individual CAP tickets, you have received an Excel sheet with a list of promo codes. Each promo code is valid for two (2) general admission tickets. You may distribute these promo codes to the individuals you serve, and they will redeem them either: 如果您申请了个人 CAP 门票, 您将收到一份 Excel 表格, 其中列有优惠代码清单。每个优惠代码可用于两 (2) 张普通入场门票。您可以将这些优惠代码发放给您所服务的个人, 他们将通过以下方式兑换

1. Online on our [ticketing website](#) or 在我们的购票网站兑换, 或者
2. In-person at any zoo entrance 在动物园入口亲自兑换

优惠代码举例
WPZ - 0893
WPZ - 0894
WPZ - 0895
WPZ - 0896
WPZ - 0897
WPZ - 0898
WPZ - 0899

When you distribute the promo codes, you will need to carefully track the promo codes you have distributed. A promo code is valid for a single (1-time) use, so after it has been redeemed, it cannot be used again. 在您发放优惠代码时，您需要仔细记录跟踪您分发出去的优惠代码。一个代码只能使用一次，因此在优惠代码被兑换后，不可以再次使用。

If you prefer distributing physical tickets, we have included a template for you to insert your promo codes into, print and hand out to the people you serve. This template is optional and has been included for you in case this is helpful. 如果您喜欢发放实体门票，我们为您提供了一个模板，您可以将您的优惠代码填入模板，打印出来并分发给您服务的人员。模板不是强制的要求，您自己决定是否使用该模板。

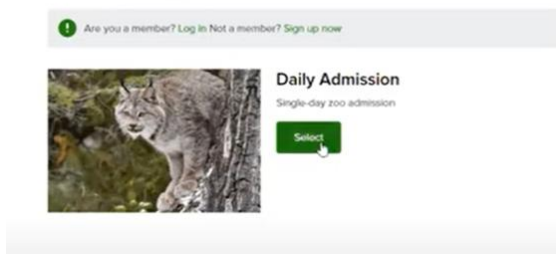
REDEEM INDIVIDUAL TICKETS ONLINE 网上兑换个人门票

After you have distributed a promo code to an individual, they will redeem their code for a free zoo ticket using the zoo's ticketing website at www.zoo.org/visit. This website is used by all guests who would like to purchase tickets online. The recipient will be emailed a digital ticket that they will bring to the zoo for admission. 在您向个人发放了优惠代码后，他们将使用动物园的售票网站 www.zoo.org/visit 兑换免费的动物园门票。所有希望在线购票的客人都使用这个网站。收件人将收到一张电子门票，他们将携带这张门票前往动物园入场。

Please find below instructions on how to redeem a promo code for a CAP ticket. 以下是如何使用优惠代码兑换CAP门票的说明

1. Go to a the zoo's ticketing website at <https://www.zoo.org/visit> or <https://tickets.zoo.org/events> 访问动物园购票网站: <https://www.zoo.org/visit> 或者 <https://tickets.zoo.org/events>
2. Select 'Daily Admission' for general admission tickets 选择“每日入场” 购买普通入场门票

Choose your events



3. Select the date and time you would like to visit 选择您将要参观动物园的日期和时间

Please select your time and date! You are able to arrive anytime after the time selected. The zoo stops selling tickets online two hours prior to close.

Select Tickets

Select a date

Today Tomorrow Pick a date

Select a time

10:00 AM 10:30 AM 11:00 AM 11:30 AM 12:00 PM 12:30 PM 1:00 PM

1:30 PM 2:00 PM

4. Select the type of ticket (adult and/or child) and quantity 选择门票类型（成人和/或儿童）以及数量
5. Add to your order 加入订单
6. BEFORE you click “proceed to checkout,” Click ‘Apply a Promo Code’ 在点击“继续付款”之前，点击“使用优惠代码”
7. Enter your CAP promo code(s). Each promo code is valid for two (2) tickets and may only be used one time. If you are purchasing more than two tickets, you will need to use multiple promo codes. The promo code(s) will make the tickets free. 输入您的 CAP 优惠代码。每个代码可以用于两张门票而且仅能使用一次。如果您要购买两张以上门票，您需要使用多个优惠代码。使用优惠代码获得免费门票。

Order Summary

Reservation will expire in 9:37 min

Daily Admission
Wed, Sep 14, 2022 at 11:30 AM

3 x Adult (13-64) \$78.75

ORG6JHHTT **Apply** X

Subtotal	\$78.75
Discounts	-\$52.50
CAP Codes	
Order Total	\$26.25

Proceed to Checkout

8. Click 'Proceed to Checkout' 点击“继续付款”
9. Complete the 'Payment Information' page which collects an individual's name, address and email. You will not need to enter any payment details like a credit/debit card. 填写“付款信息”页面，包括个人姓名、地址和电子邮件。您不需要填写诸如信用卡/借记卡信息等付款详细信息。

Payment Information

Are you a member? Log In Not a member? Sign up now

Your Information

First Name
Caitlyn

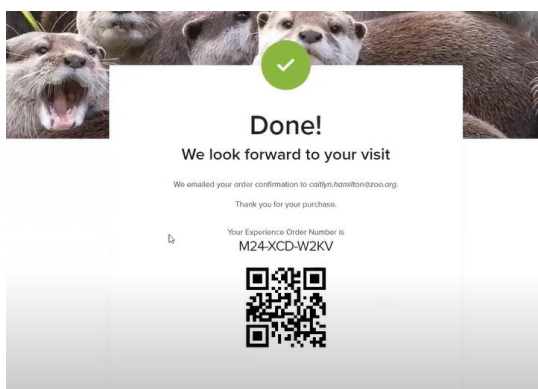
Last Name
Hamilton

Address
5500 Phinney Ave N

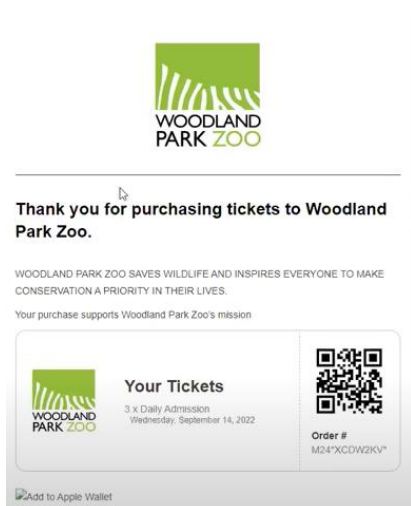
City
Seattle

State
Washington

10. Click 'Complete Order' 点击“完成订单”



11. You will be emailed your tickets! Your tickets will include information about parking, directions, accessibility, guest FAQs and contact information for support. 您的门票将通过电子邮件发送给您。您的门票包括停车、路线、无障碍设施、访客常见问题解答以及联系方式等服务信息。



REDEEM INDIVIDUAL TICKETS IN-PERSON 亲自兑换个人门票

If the people you serve would prefer to not use our website to reserve their tickets, we have another option! Your guest can bring their promo code(s) to any zoo ticketing/membership window, and they will be granted admission. The promo codes act as physical tickets for entry, and we hope that this is helpful for individuals who would be unable to reserve tickets online.

Please ensure that they bring the correct number of promo codes for all the people attending in their group. For example, if three people are attending, they will need to present two promo codes.

如果您所服务的人们不愿意通过我们的网站预订门票，我们提供另一种订票方式！您的客人可以携带优惠代码到动物园的任何售票/会员窗口，即可被允许进入动物园。优惠代码可用作入场门票，我们希望这样可以帮助到无法网上预订门票的个人。

请确保他们为团体参观成员带来了足够数量的优惠代码。例如，如果有三人参加，他们将需要出示两个优惠代码。

GROUP TICKETS 团体门票

If you requested group tickets, you will be emailed a digital ticket with a QR code. This ticket is valid for a specific day and time. If you need to change the date, there is an option on your emailed ticket to change the date and time. but you can go to our online website and change the date and time. We are unable to change the date and time of your group visit.

You will use this ticket for entry into the zoo. Feel free to share this code with other individuals in your group if you plan on entering at different times or at different entrances. If individuals are entering separately, all individuals need a copy of the group ticket for entry. Tickets are required for entry. Additionally, if more individuals from your organization would like to enter the zoo than are on your group ticket, they will need to purchase additional tickets. For example, if your group ticket is for 20 individuals and 22 people try to come to the zoo, 2 individuals will need to purchase zoo tickets.

如果您申请了团体门票，您将收到一张带有二维码的数字门票。这张门票仅在特定的日期和时间有效。如果您需要更改日期，您收到的电子门票上有一个更改日期和时间的选项。但您可以通过我们网站更改日期和时间。我们无法更改您团体参观的日期和时间。

您将使用这张门票进入动物园。如果您计划在不同的时间或不同的入口入园，可以将此代码分享给您的团队中的个人。如果团队人员要单独入园，那么每个人都需要团体门票的副本方可入内。入场需要门票。此外，如果您的团体中希望参观动物园的人数超出了您团体门票允许的人数，那么他们将需要额外购买门票。例如，如果您的团体门票是为 20 人准备的，但有 22 人希望进入动物园，那么 2 人将需要购买动物园门票。

TICKET USAGE 门票使用

These tickets are only valid for daytime admission into the zoo. Please note that these complimentary admission tickets cannot be used for any other special event. You can distribute these tickets to your program participants or use them for group visits.

These tickets are not to be used for promotional giveaways, prizes or for fundraising purposes. Our intention is for the Community Access Program tickets to go to the individuals your organization serves to help make the zoo a more accessible space and experience for them.

这些门票仅适用于动物园白天入场。请注意，这些免费入场门票不能用于任何其他特别活动。您可以将这些门票分发给您的项目参与者，或用于团体参观。

这些门票不得用于促销赠品、奖品或筹款目的。我们的初衷是将社区准入计划的门票提供给您的组织所服务的个人，方便他们参观动物园。

FAQ

I would like to give CAP tickets to a family of 5. How many promo codes do they need?

You will need to issue three (3) promo codes. Each promo code is valid for two (2) general admission tickets, so you will need enough promo codes to cover 5 individuals. Multiple promo codes can be entered at check-out, but each promo code can only be used one time.

If we issue three promo codes for a family of five, does one ticket go unused?

Yes, one ticket will be unused. Please feel free to use request more tickets during later open request periods if you need more.

I would like to select an accessibility ticket option or military ticket. Are the CAP promo codes valid for these options?

Yes! They are available for all daytime admission tickets.

I need to change the time I selected for my group ticket. How do I do this?

On the email with your group ticket, there is a heading titled 'reschedule' with a button to reschedule your ticket. Click on that button to change the date and your time of your group visit.

I am coming at a different time then listed on my ticket. Will I be able to enter?

Yes! CAP tickets will be able to enter at a different time than stated on their ticket. For example, if the ticket is for entry on June 3rd at 10:30 a.m., and the ticket holder arrives to the zoo on June 2nd at 10:30 a.m. or June 3rd at 1:00 p.m., they will be granted entry.

If you are a one-to-one aid or attendant of guests with disabilities, do you need a CAP ticket or will you be granted entry?

No, they do not need a CAP ticket to enter. They may reserve a free one-to-one aid ticket either online or at our ticketing window.

Is this information available in other languages?

Yes! Reach out to cap@zoo.org to receive this info and the individual guide in other languages. We also have videos explaining this process in multiple languages.

Is there a social story available so families will know what to expect and other accessibility resources?

Yes! Please visit our page at www.zoo.org/access for more information about accessibility resources and our social story. If you have any accessibility related questions or concerns, please contact Alexander Jones, Learning Accessibility Specialist at Alexander.Jones@Zoo.org. Alexander is happy to assist you and your organization.

Can I use these tickets for fundraising purposes?

No, Community Access Program tickets are not valid for fundraising purposes.

Can I distribute these tickets to our organizations volunteers?

Community Access Program tickets are to go to the individuals an organization serves. We recognize the important role volunteers play in organizations, however, due to the demand of this program, the limited tickets we have available are to first go to the individuals and organization serves.

Is there someone at the Zoo I can speak to if I have questions about this program?

Yes! Our Community Affairs team is happy to help you. Please reach out to us at cap@zoo.org. We can arrange a time for a call or meeting.

我想把 CAP 门票送给一个五口家庭。他们需要多少优惠代码？

您需要发放三个优惠代码。每个优惠代码可以兑换两张普通门票，5 个人需要三个优惠代码。付款时可以同时输入多个优惠代码，但是每个优惠代码仅能使用一次。

如果我们把三个优惠代码发给五口之家，会闲置一张门票吗？

是的，一张门票会闲置。如果您需要更多的门票，请随时在后续的开放请求期间申请更多门票。

我想选择无障碍门票选项或军人门票。CAP 优惠代码适用于这些选项吗？

是的！它们适用于所有白天入场门票。

我需要改变团体门票的时间，我该如何做？

在您的团体门票的电子邮件上，有个标题为“改期”的按钮。点击那个按钮修改您的团体的参观时间。

我来参观动物园的时间与门票上的时间不同。我能进入动物园吗？

可以！CAP 门票持有者不必按照门票上注明的时间进入动物园。例如，如果门票是 6 月 3 日上午 10:30 入场，而持票人在 6 月 2 日上午 10:30 或 6 月 3 日下午 1:00 到达动物园，他们将被允许入园。

如果您是残疾客人的一对一辅助或陪护人员，您需要 CAP 门票才能进入吗？

不，他们不需要 CAP 门票就能进入。他们可以在线上或在我们的售票窗口预订免费的一对一辅助人员门票。

这些信息有其他语言版本吗？

有！我们提供多种语言版本。联系 cap@zoo.org 获取相关语言版本的信息和个人手册。我们也制作了多种语言的视频来解释这个流程。

是否有简单介绍可供家庭了解会发生的事情以及其他无障碍资源？

有！请访问我们的网页 www.zoo.org/access 了解更多关于无障碍资源和简单介绍。如果您有无障碍设施相关问题，请联系学习无障碍专家：Alexander Jones，电子邮件：Alexander.Jones@Zoo.org。Alexander 很高兴为您和您的组织提供协助。

我可以将这些门票用于筹款目的吗？

不行，社区准入计划的门票不适用于筹款目的。

我可以将这些门票分发给我们的志愿者吗？

社区准入计划的门票应该发放给组织服务的个人。我们认识到志愿者在组织中扮演的重要角色，但由于该计划的需求量大，我们有限的门票首先应该发放给组织服务的个人。

如果我对这个计划有疑问，我可以在动物园找谁咨询？

可以！我们的社区事务团队很乐意帮助您。请通过 cap@zoo.org 与我们联系。我们可以安排电话或会面时间。

ONE-PAGE GUIDE 一页指南

As a Community Access Program partner, you are receiving digital individual tickets in the form of promo codes and/or group tickets. These promo codes and group tickets have been emailed to you. 作为社区准入计划的合作伙伴，您将收到以优惠代码和/或团体门票形式的数字个人门票。这些优惠代码和团体门票已经通过电子邮件发送给您。

INDIVIDUAL TICKETS 个人门票

If you requested individual CAP tickets, you will have received an Excel sheet with a list of promo codes. Each promo code is valid for two (2) general admission tickets. You may distribute these promo codes to the individuals you serve, and they can redeem them either: 如果您申请了个人 CAP 门票，您将收到一份 Excel 表格，其中列有优惠代码清单。每个优惠代码可用于两（2）张普通入场门票。您可以将这些优惠代码发放给您服务的个人，他们将通过以下方式兑换

1. Online on our ticketing website or 在我们的购票网站兑换，或者
2. In-Person at any zoo entrance 在动物园入口亲自兑换

When you distribute the promo codes, you will need to carefully track which promo codes you have given out. After a promo code is used one time, it cannot be used again. 如果您发放优惠代码，您需要仔细记录跟踪您分发出去的优惠代码。一个代码只能使用一次，因此在优惠代码被兑换后，不可以再次使用。

Redeem Individual Tickets Online 网上兑换个人门票

After you have distributed a promo code to the individual, they may redeem their code for a free ticket to the zoo on the zoo's website. They will be emailed a digital ticket that they will bring to the zoo for admission. If technology is a barrier, your organization can purchase the ticket and print it for them. They can then bring the printed ticket to zoo for admission. 在您向个人分发了优惠代码后，他们将使用动物园的售票网站兑换免费的动物园门票。一张数字门票会发送到他们的电子邮箱，他们需要携带门票进入动物园。如果技术是一种障碍，您的组织可以购买这张门票并给他们打印出来，然后，他们可以带这张纸质门票入园。

Please find below instructions on how to redeem a promo code for a general admission ticket. 如何使用优惠代码兑换普通门票的说明

1. Go to the zoo's ticket website at www.zoo.org/visit 访问动物园的购票网站: www.zoo.org/visit
2. Select the general admission ticket and the date and time you would like to attend 选择普通门票以及日期和时间
3. At checkout, enter the promo code(s) you have been given which will make the tickets free. You can enter multiple promo codes at one time. 在付款时，输入优惠代码以获得免费门票。您一次可以输入多个优惠代码。
4. You will be emailed your tickets! Your tickets will include information about parking, directions, accessibility, guest FAQs and contact information for support. 您的门票将电子邮件的方式发送给您。您的门票包括停车、路线、无障碍设施、访客常见问题解答以及联系方式等支持信息。

Redeem individual tickets in-person 亲自兑换个人门票

Your guest can bring their promo code to any zoo ticketing/membership window, and they will be granted admission. Please ensure that they bring enough promo codes for all the people attending in their group. The

promo codes act as physical tickets for entry. 您的客人可以携带他们的优惠代码到动物园的任何售票/会员窗口，即可被允许进入动物园。请确保每个团体有足够的优惠代码。优惠代码可以作为门票使用。

GROUP TICKETS

If you requested group tickets, you will be given a digital ticket with a QR code. This ticket is valid for a specific day, but you can go to our online website and change the date and time.

You will use this QR code for entry into the zoo. Feel free to share this code with other individuals in your group if you plan on entering at different times or at different entrances.

如果您申请了团体门票，您将收到一张带有二维码的数字门票。这张门票仅在特定的日期和时间有效。如果您需要更改日期，但您可以通过我们网站更改日期和时间。

您将使用此二维码进入动物园。如果你们团体成员计划在不同时间或者不同入口进入动物园，请将代码分享给团体中的个人。