



# Community Access Program

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### I. What is the Community Access Program?

Woodland Park Zoo's Community Access Program (CAP) partners with hundreds of human service organizations who offer their clients or members a total of 80,000 complimentary passes each year. These agencies serve low-income and/or at-risk children and adults or other demonstrated underserved groups. The Community Access Program does not directly serve individuals or families, and the human service organizations determine how they will distribute their passes—and enable their clients to enjoy a day at the zoo.

The goal of CAP is to make visiting the zoo accessible to all members of our community, despite financial or social obstacles. The zoo welcomes all who wish to connect to nature, learn more about animal conservation and take part in maintaining a sustainable Northwest.

### 2. Eligibility

*Does my organization qualify as a Community Access Program partner?*

If your organization meets all or most of the criteria below, you may qualify as a partner.

- Must be a nonprofit with verifiable 501(c)(3) status OR a Washington state or local government entity OR a Washington indigenous community organization
- Able to provide federal tax id number
- Promotes local community access initiatives to its participants. Can describe how the tickets will be used with constituents to advance the organization's service mission and show that visiting the zoo directly enhances or supports its mission
- Must have programs that specifically serve low-income and/or at-risk children and adults or other demonstrated underserved groups
- Shares social good, educational or conservation values
- Agrees not to use tickets as program or event participation incentives, auction or raffle items, prizes or other uses that fall outside the stated CAP mission
- Has a website and mission statement that match the standards above

*How do I apply?*

Woodland Park Zoo invites nonprofit organizations to apply to become CAP partners in January of each year. Applications are also accepted on a rolling basis, but preference will be given to those who apply at the beginning of the year, meet the requirements above and can illustrate measureable benefits for their clients.

If you are interested in applying for individual tickets, please complete the [application form](#).

If you are visiting as a group of 10 or more, you must use the Group Voucher form. If you are interested in bringing a group to the zoo, please complete the [group voucher form](#).

### 3. Schools, Individuals and Other Groups

#### *Schools and Educational Groups*

Thanks to the passage of the King County Parks Levy in 2013, free zoo admission and subsidized bus transportation are available to all King County (including Seattle School District) schools (PreK-12, including Head Start and ECEAP) with a minimum of 30% of their students receiving free or reduced-rate lunches or a comparable level of scholarship. This funding is only available September through April. If your school qualifies, we will automatically register you for a School-to-Zoo funded visit when we receive your registration form.

More information on zoo field trips here <http://www.zoo.org/fieldtrips>

**Group leaders** at a youth group, church or private club who would like to lead an educational trip to the zoo can apply for the education rate: <http://www.zoo.org/fieldtrips>

#### *Church or youth groups*

To qualify for CAP, faith-based organizations should demonstrate a secular community function that provides social services to low-income or at-risk community members regardless of religious affiliation without promoting belief in a particular faith. Faith-based organizations without secular community services for underserved audiences are not eligible for CAP.

Faith-based groups that are not eligible for CAP but are visiting for educational purposes may qualify for our education rate.

#### *Private daycares*

We get many requests from private daycares that are not 501(c)(3) and do not meet the requirements of CAP. If your daycare center is part of ECEAP, Head Start or City of Seattle Child Care Assistance Programs, you may be eligible for assistance. We do not serve private daycares that are not 501(c)3. Please see questions 2 to determine which application process applies to you.

#### *Low-income housing or Seattle Housing Authority*

Low-income housing programs managed by the Seattle Housing Authority (SHA) are eligible to apply for CAP. Any low-income housing programs not managed by the Seattle Housing Authority and any partner housing programs are not eligible. SHA will distribute tickets directly to all eligible locations. Please contact the SHA administration office if you are a SHA site requesting tickets.

#### *Individuals*

CAP serves organizations that in turn provide access for individuals. Due to the sheer volume of requests, we cannot work with individuals directly. We offer many discounts that you and your family may take advantage of, including group rates, military rates, Rainy Day discounts and more. Please visit [zoo discounts](#) to learn more about these reduced admission fees and special offers.

## 4. Planning your visit

### *Where should we park? Is parking free?*

Parking is not covered with your CAP tickets or voucher. If you are coming in a large van or bus, you'll find the south parking lot off N. 50<sup>th</sup> (Hippo Lot) helpful for large vehicles. You are responsible for any [parking fees](#) accrued by your group.

Disabled parking spaces are available at each of the zoo's [parking lots](#). An official state-issued disabled parking permit must be visible on your vehicle. Vehicles with a valid disabled parking permit do NOT need to pay for parking.

### *Caregiver entry*

If you need assistance, your caregiver may accompany you into the zoo free of charge.

### *Disabled Accessibility*

Non-electric wheelchairs and personal electric carts are [available to rent for a fee](#). Accessible restrooms and drinking fountains are located throughout the zoo grounds.

[Download the Accessibility Brochure](#) for a map with details of conditions and amenities around the grounds.

### *Service Animals*

For the health and safety of the zoo's animals and guests, no pets, except for service animals, are allowed on zoo grounds.

[Service Animal Guidelines](#).

### *Language Guides*

Spanish and Chinese language [maps are available](#) to download and print before you visit.

### *Zoo maps*

If you'd like to see a map, [click here](#).

## 5. Group Entries

Groups of 10 or more MUST use a group voucher in lieu of tickets. CAP group vouchers have a maximum of 200 entries per group and may not exceed this number.

To request a voucher, simply visit [www.zoo.org/groupvoucher](http://www.zoo.org/groupvoucher). Fill out the form at least three weeks in advance of your visit. We appreciate your patience as we process requests; expect that turn-around time can take up to two weeks. For more information, please do not hesitate to contact us.

### *I already requested a voucher, but I need to change the date of my visit?*

If the group visit is at least 2 weeks away, email [cap@zoo.org](mailto:cap@zoo.org) with the subject: "voucher date change". Please include the name of your organization, group leader, original date and then the new date you'd like to visit. We will send you an email as soon as we process your request.

### *What if our estimated guest numbers need to be updated?*

Check to be sure you are still within the correct chaperone ratio: 1 adult for every 6 children. If there are only a few more attendees, you can just use the original voucher. If you have 5 or more additional entries, please email [cap@zoo.org](mailto:cap@zoo.org). Please include the name of your organization, group leader, date of visit and then the new estimated guest numbers, both adult and children.

### *I forgot to print my voucher and our group is on the way to the zoo.*

You will be charged regular admission if you cannot provide your printed voucher at entry.

### *Where should we enter the zoo?*

All participants must enter through the same gate (either South or West) and at the same time. Late arrivals to your party will be charged regular admission.

### *Will maps be provided to our group?*

If you'd like a map for your group, please [print them off here](#) prior to your visit. We don't stock enough maps for all of the groups that attend the zoo. Please print enough copies of the linked map for your group.

## 6. Special Events

*Hosting a special event, party or celebration at the zoo for participants using CAP tickets.*

**No space rentals or activity add-ons are permitted** for groups using CAP tickets for their admission fees (does not apply to public feedings / Willawong station if guests pay for their own public activity at the activity location.)

*Renting a zoo space for a group party*

If your organization is interested in a venue rental, we will gladly offer a 10% non-profit discount on the venue only (does not apply to equipment or activities) as well as the appropriate admission discount based on your guest count. You will not be permitted to use CAP tickets when renting a venue.

If you have any questions about these or other programs, please contact [zooinfo@zoo.org](mailto:zooinfo@zoo.org)