



COMMUNITY ACCESS PROGRAM *TICKET GUIDE*

OVERVIEW

Congratulations on being a 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.

This document includes:

1. Instructions on how to distribute and redeem individual tickets
2. Instructions on how to use your group tickets, if you received them
3. FAQ sheet with many questions answered
4. One-page overview

If you have any questions, please feel free to contact us at cap@zoo.org.

INDIVIDUAL TICKETS

If you requested individual CAP tickets, you have received an email with a list of promo codes. Each promo code is valid for one (1) general admission ticket. You may distribute these promo codes to the individuals you serve, and they will redeem them either:

1. Online on our [ticketing website](#) or
2. In-person at any zoo entrance



[Share Voucher Via Email](#)

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. You may distribute the promo codes digitally or physically.

For **digital distribution**, click the 'Share Voucher Via Email' link to forward to a recipient. You will need to forward multiple promo codes to an individual if they plan on bringing more than one guest to the zoo.

For **physical distribution**, you may either:

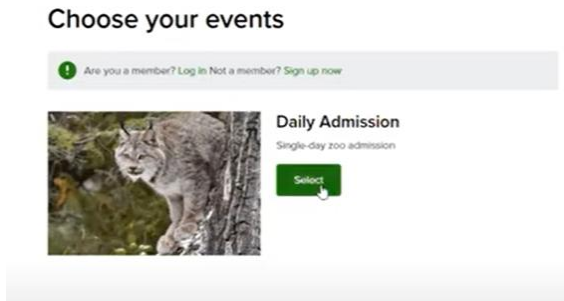
1. Print the email with the codes and distribute the codes to individual. All the relevant information including expiration date, discount codes and more are included on this email.
2. Enter the promo codes into the included promo code ticket template we have provided you, then print and distribute these to the people you serve. This template is optional and has been included for you in case this is helpful.

REDEEM INDIVIDUAL TICKETS ONLINE

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.

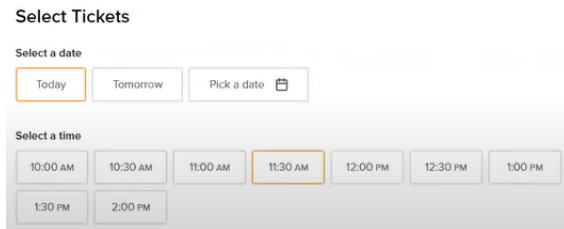
Please find below instructions on how to redeem a promo code for a CAP ticket.

1. Go to the zoo's ticketing website at <https://www.zoo.org/visit> or <https://tickets.zoo.org/events>
2. Select 'Daily Admission' for general admission tickets

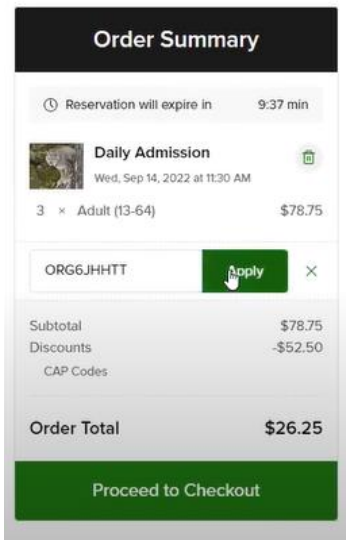


3. Select the date and time you would like to visit

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.



4. Select the type of ticket (adult and/or child) and quantity
5. Add to your order
6. BEFORE you click "proceed to checkout," Click '**Apply a Promo Code**'
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.



8. Click 'Proceed to Checkout'
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.

Payment Information

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

Your Information

First Name
Caitlyn

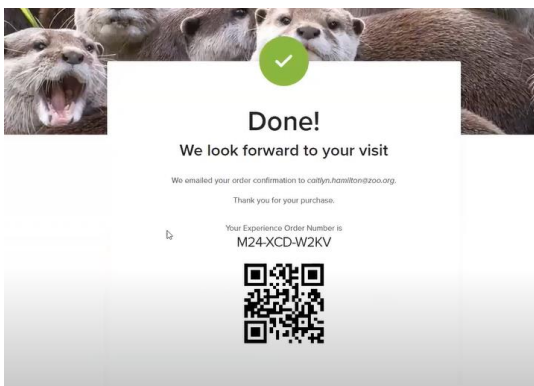
Last Name
Hamilton

Address
5500 Phinney Ave N

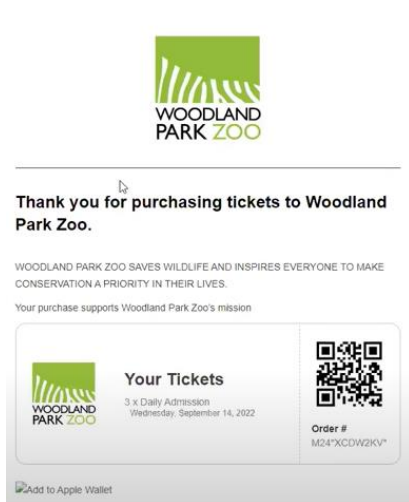
City
Seattle

State
Washington

10. Click 'Complete Order'



11. You will be emailed your tickets! Your tickets will include information about parking, directions, accessibility, guest FAQs and contact information for support.



REDEEM INDIVIDUAL TICKETS IN-PERSON

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.

GROUP TICKETS

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.

TICKET USAGE

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.

FAQS & TIPS

Our organization appreciated the Excell spreadsheet with the promo codes. How can we use a similar distribution method to distribute the codes listed in the email?

Each organization may have a different method of tracking and distributing tickets. Our suggestion is to copy and paste the codes into a word document or an excel sheet. From there, you can track code distribution and still print and distribute appropriate codes. Alternatively, you may print a master copy for tracking. We have purposefully left this process open to organizations to choose which method and approach works best for them rather than prescribing a specific route.

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

You will need to issue five (5) promo codes. Each promo code is valid for one (1) general admission ticket, 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.

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! We have all our guides translated into multiple languages online at www.zoo.org/community.

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.

ONE-PAGE GUIDE

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1. Online on our ticketing website or
2. In-Person at any zoo entrance

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.

Redeem Individual Tickets Online

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.

Please find below instructions on how to redeem a promo code for a general admission ticket.

1. Go to the zoo's ticket website at www.zoo.org/visit
2. Select the general admission ticket and the date and time you would like to attend
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.
4. You will be emailed your tickets! Your tickets will include information about parking, directions, accessibility, guest FAQs and contact information for support.

Redeem individual tickets in-person

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.

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