



Zoo Atlanta Library Pass Frequently Asked Questions

How does the Zoo Atlanta Library Pass program work?

When you check out the Library Pass, you will be given a Voucher to accompany the Pass.

Both the Voucher and the Pass MUST be presented at Zoo Admissions to receive free admissions. You may be denied your free admissions without both.

- The Pass & Voucher are redeemable ***Monday through Sunday during normal Zoo operating hours***. The Pass & Voucher are not redeemable Thanksgiving and Christmas Day.
- The Pass & Voucher are redeemable for ***up to four (4) general admissions***.
- The Pass & Voucher ***are for general admissions ONLY*** and ***may not be used*** for parking, concessions, or rides. They do not provide admission to special events, programs or encounters that require a fee outside of daytime general admission. They are not valid with any other offer or promotion and may not be redeemed for cash.
- The Voucher is for a one-time use only.
- Families or groups may only check out the Pass once per year.
- The Pass & Voucher are redeemable during the circulation period of seven (7) days with one renewal. This means you have up to fourteen (14) days to use the Pass & Voucher.
- You may not place a hold on the Library Pass like you can with books or other items.
- You may be asked to present your library card along with the Pass & Voucher. Please be sure to bring your library card with you.
- Be sure to visit zoatlanta.org/tickets/library-pass-program/ to check for hours of operation, parking, and other important information.

What happens if I lose the receipt or the Voucher or Library Pass?

If you lose your Voucher, you must return to your library with the Library Pass. If the Pass is not overdue, the library will issue you a new Voucher. ***You can only receive one replacement Voucher***. The replacement *cannot be issued* over the phone or via email; it must be done in person. If you lose the Library Pass, you will be subjected to a replacement fee of \$50.

How long should I plan for my family's visit?

This will vary, of course, depending on the size and interests of your party, but most families should plan to spend between three and four hours at the zoo in order to see its many highlights.

Code of Conduct

By using the Library Pass you are agreeing to abide by the Zoo Atlanta Rules while you are visiting. If you are found to be in non-compliance by the Zoo, you are subject to the consequences laid out in their respective policies. Zoo Rules can be found at: zoatlanta.org/visit/rules/