



Frequently Asked Questions

- **Will I be able to see the entire Zoo during the tour?**

The San Francisco Zoo is spread over nearly 100 acres, and thus would take a few hours to see everything. You'll cover a portion of the Zoo over the 60-90 minutes of your tour, based either on your particular interests or a pre-determined theme. We encourage you to explore the rest of the Zoo before or after your tour.

- **Do tours include admission?**

Explorer, Wild Encounter and Ultimate Encounter tours include Zoo admission for the day of the tour.

- **Can I choose which animal we get to meet during the animal encounter?**

Animal encounters occur at the Animal Resource Center with either a small mammal, reptile or amphibian. Due to a variety of factors (including health, program use, feeding schedule, etc.) we are not able to guarantee a particular animal nor can we reserve an animal in advance. Please note that the animal ambassadors are not exhibit animals.

- **Are tours private?**

Explorer and Ultimate encounter tours are private for your group.

- **Will I be able to go behind-the-scenes on tours?**

The touring portion of all Wild Walks are in public spaces only; animal encounters and giraffe feedings occur in behind-the-scenes areas.

- **Can I get a refund if it rains?**

Tours are run rain or shine; we do not offer refunds for inclement weather.

- **How do I register?**

Adventure and Wild Encounter tour tickets are available online at www.sfzoo.org. Please complete a tour request form (available [here](#)) for Explorer or Ultimate Encounter tours.

- **What’s the difference between a Wild Encounter and an Ultimate Encounter?**

A Wild Encounter tour is a 90-minute experience that includes a Zoo tour and opportunity to feed our giraffe herd. The tour is public so multiple groups may register. An Ultimate Encounter is a 90-minute private experience that includes an additional education animal encounter, a customized Zoo tour, and the opportunity to feed our giraffe herd.

Please see the below chart with more information about different tour options:

	<i>Admission Included</i>	<i>Customizable Tour</i>	<i>Animal Encounter Included</i>	<i>Private</i>	<i>Giraffe Feeding</i>
<i>Adventure Tour</i>			X		
<i>Explorer Tour</i>	X	X	X	X	
<i>Wild Encounter Tour</i>	X				X
<i>Ultimate Encounter Tour</i>	X	X	X	X	X

- **How can I check tour date availability?**

Adventure and Wild Encounter availability can be found online at tickets.sfzoo.org, use the calendar to check specific dates. Email wildwalk@sfzoo.org to check availability for Explorer or Ultimate Encounter tours.

- **What is the minimum number of tour participants? Maximum?**

There is no minimum number of tour participants for any tour. Tour maximum is 15 for all tours except the Explorer (check availability for larger groups).

- **Can I purchase a Wild Walk as a gift?**

Yes! You can find more information about gift vouchers [here](#).