



Restoring balance between wildlife and human life, together.

Self-Guided School Visits and Zoo Educator-led School Programs: 2026-2027 Administrator Social Contract

Thank you for planning a trip to the Wilder Institute/Calgary Zoo! We have streamlined our administrative process after feedback from our spring season. Please read the details below.

Whether you are looking to bring down students for a self-guided visit or you're attending one of our pre-registration required zoo educator-led school programs, **we require the administrator for each school to sign the social contract below once per school year.** This contract is valid for all classes from your school for the duration of the school year. It will be attached to your school client file in our database and therefore individual teachers booking visits or programs do not need to get this signed for each separate visit/program they attend once on file.

In order to ensure safe enjoyment for all parties during your visit, we ask administrators to review and sign below. We also ask that teachers review the following with your field trip chaperones prior to visiting. These expectations will be reiterated to all groups by a zoo staff member upon your arrival:

- All chaperones must be 18 years of age or older.
- Students must be in the direct care and control of a chaperone at all times. (no more than 5m away and always within sightlines) **Chaperone ratios based on board guidelines are noted below.**
- All visitors must stay on the pathways and designated green spaces at all times. Climbing is prohibited except in designated play areas.
- Do not run on zoo grounds, except in designated play areas. Mobility devices must be operated safely and at safe speeds. Shoving and horseplay will not be tolerated.
- Do not tap on the glass at animal habitats or make loud noises.
- Whistles, noisemakers, balloons, weapons or weapon replicas, and wheeled transport outside of mobility devices are prohibited.
- Do not throw food or other objects into animal habitats.
- Do not chase or attempt to make physical contact with animals, including free-roaming zoo animals or wild animals.
- Ensure that garbage and program literature is disposed of in the appropriate receptacles or packed out of the zoo with you.
- Play areas are designed for those 12 years of age or younger. Respect and care for the safety of smaller visitors is required.

- Be respectful and considerate of other zoo guests.
- Do not damage plants, signage, or other zoo property.
- Follow the directions of zoo staff and volunteers and treat them with respect.
- Abide by all zoo signage.

CHAPERONE RATIOS

GRADE LEVEL	CBE	CSSD	GRADE LEVEL	ROCKYVIEW
Kindergarten	1:5	1:6	Kindergarten	1:5
Grades 1-3	1:8	1:8	Grades 1-4	1:8
Grades 4-6	1:10	1:10	Grades 5-6	1:10
Grades 7-9	1:13	1:12	Grades 7-10	1:12
Grades 10-12	1:15	1:15	Grades 11-12	1:15

We require the school principal or administrator to agree to these terms on behalf of all teachers who might attend for a self-guided visit or zoo educator-led school program. By signing this agreement, you also agree to ensure your chaperones remain in compliance. As noted above, chaperones will have these expectations verbally reviewed upon arrival by a zoo staff member.

A signed copy of this agreement must be returned prior to your first class visit or program. Please submit by email to schoolprograms@calgaryzoo.com.

I understand and agree to the above terms. I understand that failure to comply with the conditions of this agreement may result in my group being asked to leave the zoo immediately, and/or not welcomed back for a period of time as determined by zoo leadership.

School: _____

(Principal/Administrator's Name)

(Principal/Administrator's Phone)

(Principal/Administrator's email)

(Principal/Administrator's Signature)

(Date)