



ACCESSIBILITY RESOURCES HANDBOOK

ZooTampa is committed to creating a welcoming and inclusive environment for all. Download ZooTampa app provides many accessibility resources.

GENERAL RESOURCES

ZooTampa has various types of terrain (flat/gentle slope/hilly) found at different locations in the Zoo. Although some pathways feature some grades that are steeper than others, the zoo is wheelchair accessible.

Please note that due to COVID-19, some services may be delayed or unavailable. Please contact us ahead of your visit if you have any questions regarding accommodations.

ACCESSIBLE PARKING

Accessible parking spaces are available in the Zoo's guests' parking lot with ramp access to the main entrance. A valid Disabled Person (DP) parking placard is required. On days of peak visitation, when the designated spaces are full, Zoo parking lot security will try to assist vehicles carrying a person with a disability.

PUBLIC TRANSPORTATION

ZooTampa is accessible by several public transportation options. To learn more about accessibility information, visit Tampa Bay Regional Transit Authority. For general information on parking and public transportation, visit gohart.org.

ADA PARATRANSIT SERVICE

Guest using ADA paratransit services can use the main drop-off and pick-up location off North Blvd.

WHEELCHAIR ACCESSIBILITY & PATHWAY TEXTURE

ZooTampa has various types of terrain (flat/gentle slope/hilly) found at different locations in the Zoo. Although some pathways feature some grades that are steeper than others, the zoo is wheelchair accessible. The most used materials for flooring at ZooTampa include cement, wood boards, and pavers. However, some routes may be difficult for some wheelchair users – for example, unpaved paths are difficult when it is muddy would be identified with the aldamara Habitat Signature Encounter and White Rhino Signature Encounter.

WHEELCHAIRS & ECVs

A limited quantity of manual wheelchairs and ECVs are available for rent inside ZooTampa on a first-come, first-served basis. Due to the popularity of these rentals, we are unable to guarantee availability or reserve equipment.

A rental fee plus a held photo ID as a deposit are required to rent a manual or electric wheelchair. Personal wheelchairs or ECVs are welcome inside the Zoo.

STROLLERS

ZooTampa offers the rental of strollers on a first-come, first-served basis. Due to the popularity of our rentals, we are unable to guarantee availability or reserve equipment. A rental fee plus a held photo ID as a deposit are required to rent a stroller.

RENTAL FEES (including tax) *

Strollers: \$13

Manual Wheelchairs: \$12

ECVs: \$38

* Rental fees are subject to change without notice.

ACCESSIBLE SEATING

- Wheelchair-accessible seating can be found at the Saunders and ZooVenture Theaters for public presentation.
- Expedition Wild Africa has a designated wheelchair accessible entrance-exit and accessibility lift to gain access to the safari truck
- Jungle Carousel has a designed wheelchair-accessible ramp, with transfer access to a themed carousel stationary bench with a back seat
- Roaring' Springs, Tiger Ride, and Banana Ride are available for people who use a wheelchair and can transfer independently.
- Most Signature Experience/Encounters offer opportunities for people who use a wheelchair to have an up-close experience. The tortoise and white rhino encounters both have compacted dirt and concrete pathway connecting the experience to guests, which is difficult when it is muddy

DINING OPTIONS

Gluten-free, vegetarian, and vegan menu options are available at Zoo restaurants upon request. Please ask a Food and Beverage team member for assistance. Guests with special dietary needs, please contact Guest Relations via the chat bubble on ZooTampa.org, or call: 813-935-8552 ext. 0.



ACCESSIBLE RESTROOMS

Accessible restrooms can be found throughout the zoo.

Family/companion restrooms can be found near Macaw Landing, Safari Africa Plaza, and Wallaroo Station.

CHANGING ROOMS

A child-sized changing table is available in every public restroom. An adult changing table is located inside Wallaroo Station within the female restroom. If you are a male that needs access to the adult changing table, please contact Guest Relations during your visit at 813-935-8552 ext. 0.

NURSING SPACE

Please feel free to nurse anywhere you are comfortable. A semi-private nursing space is located between the flying fox bat habitat and the barn in Wallaroo Station. A private nursing location can be requested in advance. Please contact Guest Relations in advance of your visit by email or at 813-935-8552 ext. 0.

COMMUNICATION SERVICES



AMERICAN SIGN LANGUAGE INTERPRETER

American Sign Language interpretation can be provided at live shows and Signature Encounters with a minimum of two weeks' notice. Every effort will be made to provide interpreting services with less than two weeks' notice, depending on availability. Please contact Guest Relations in advance of your visit by email or at 813-935-8552 ext. 0.

Printed scripts for daily Signature Encounters are available upon request. Please contact Guest Relations in advance of your visit by email or at 813-935-8552 ext. 0.



CLOSED CAPTIONING

Closed captioning is available for the monitors on the Wild Africa waiting line and skunk habitat.

TTY SERVICES



The Florida Relay Service is the communications link for people who are Deaf, Hard of Hearing, Call Florida Relay, dial **7-1-1**. TTY should contact Guest Relations in advance of your visit at 813-935-8552 ext. 0.



SERVICE ANIMALS

Only ADA service animals are permitted inside ZooTampa at Lowry Park. This includes trained service animals and service animals-in-training but does not include pets or emotional support animals (ESAs).

Service animals are limited to dogs and miniature horses (case by case basis) that have been individually trained to do work or perform tasks for the benefit of an individual with a disability. Service animals must remain harnessed or leashed at all times. If these devices interfere with the service animal's work or the guest's disability prevents them from using these devices, then the service animal must be under the guest's complete control at all times.

ZooTampa has worked collaboratively with the National Federation for the Blind to provide broad access by service animals throughout our

park, but because sensitivities can vary with our animals, guests with service animals are encouraged to check with Guest Relations on the day of visit to determine if access to any specific Zoo area is restricted on that day.

- Service animals are restricted from entering the Koala photo encounter area
- Guests are responsible for the clean-up and for controlling their service animal's behavior. Guests will be asked to remove service animals if these guidelines are not followed
- ZooTampa does not offer pet boarding facilities
- ZooTampa offers a Service Animal relief area is located to the right of the main entrance before you enter the zoo

ZooTampa's Policy on Service Animals is located on the Accessibility Tab on ZooTampa.org

RIDE INFORMATION

ZooTampa team members do not have the proper training to physically assist guests with disabilities. Please attempt to enjoy our rides and attractions with someone who is aware of your needs and can physically assist you when needed.

ADA GUIDELINES AND ACCESS

Accessibility varies from ride to ride due to the design and safety requirements of each individual attraction. All guests must meet the minimum height requirement and all other ride requirements.

RESOURCES FOR THOSE WHO ARE BLIND OR LOW VISION



A large print version of the Accessibility Information Map and Handbook may be requested at the Tours and Guest Service booth on the day of your visit. You may also request a copy of the large print map to be emailed to you in advance by calling 813-935-8552 ext. 0.

SENSORY OPPORTUNITIES



Many exhibits have sensory elements to enhance your experiences at ZooTampa. During the time ZooTampa is using a modified business plan, we will eliminate our presentation with tactile objects. We will continue to provide verbal content through our Guest Engagement Ambassadors.

Examples of permanent tactile experiences include:

Manatee Circle-Bronze adult and calf manatee sculpture

Main Aviary-Birds flying through the air and sounds coming from various species

Outside of Lorikeet Landing-Bronze komodo dragon sculpture

Inside of Lorikeet Landing-Birds flying through the air and sounds coming from our lorikeets

Indian Rhino-Touch and feed an Indian rhino for an additional cost

Sulawesi Aviary-Birds flying through the air and sounds coming from various species

African Penguin Habitat-Multiple life-size penguin cut-outs

Aldabara Tortoise -Touch the tortoise for an additional cost

Koala Habitat in Wallaroo Station-Fresh eucalyptus branches

Outside of ZooVenture Theater-Various birds of prey distance of wings cut out

Wallaroo Petting Zoo-Touch and feed goats and llama

Jungle Carousel-Carousel character made of a hard plastic

White Rhino-Touch a white rhino for an additional cost

Giraffe Feeding- Feed a giraffe for an additional cost

Manatee Mangrove- Rocks used for seating, providing rock texture

Skunk Habitat- Tree stump, providing tree textures

NEURODIVERSITY RESOURCES

The Zoo has established a partnership with the Center for Autism & Related Disabilities (C.A.R.D) at USF to improve our capacity to serve people who identify as neurodiverse. As a result, the Zoo has been designated an “autism-friendly business.”

ZooTampa has "Distract Packs" located at the Tours and Guest Services booth (limited availability), which can be borrowed at the guest's request. Guests must provide the zoo with a valid ID. The zoo will hold this ID until the backpack is returned. Personal similar sensory items are welcome inside the zoo. The Distract Pack includes a sensory-friendly version of the Zoo map, social stories, fidget items, and earplugs. Individuals and guests included in the party, can also request a **“purple wrist band”** that allows for the individuals to enter the ride queue with a reduced wait for the experience.

ZooTampa offers several social stories to improve our guest experience at ZooTampa. Social stories include but not limited to:

- Visiting ZooTampa
- Lorikeet Landing
- Tortoise Encounter
- Indian Rhino Feeding
- Koala Encounter

- Penguin Encounter
- Petting Zoo
- Neurodiverse Friendly Zoo Map
- Giraffe Encounter

BEST TIME TO VISIT

To avoid large crowds, visit the ZooTampa in the fall and winter, weekdays, and non-holidays and early mornings.

DAY OF DISCOVERY

ZooTampa offers “Days of Discovery” when we open early with a reduced sensory experience. Days of Discovery dates will be posted on ZooTampa’s website and social media channels for our scheduled event dates that typically happen in October, December, and February annually.

QUIET AREAS

Our Zoo is quite large, and you will find several areas within the park where you can stop and sit. While the volume of noise is not controlled during our regular hours, it is our experience that several areas exist that some of our guests have found suitable to use as quiet areas. These include: at the Penguin Conservation Center (near the Jungle Carousel), Lake Sharon area (near ZooVenture Theater), and at the front entrance next to the Tours and Guest Services Booth. There are also benches to sit on at the Manatee Circle and throughout Zoo Boulevard. If you need assistance locating a quiet space, please ask a Zoo employee or volunteer.

WEBSITE ACCESSIBILITY

ZooTampa’s main website includes cloud-based accessibility support called UserWay. ZooTampa is proud to support advance website accessibility. In addition, we offer “Chat with Us”, a virtual Guest

Experience Representative that can answer questions about your experience at ZooTampa.

Special Thanks

We also acknowledge the generous efforts of the Center for Autism & Related Disorders (CARD) at USF, Junior League of Tampa, MacDonald Training Center, Lighthouse for the Blind, Christopher and Dana Reeve Foundation, Thrivent Financial & Keith A. Harvey, CFP, and The Lowry Murphy Foundation, Inc. We applaud their efforts to promote inclusive experiences.

ZooTampa’s Ride Manufacturer’s ADA Requirements

Rides & Attractions	Height / Age	Non Walking Infants	ADA Access	Special Requirements
Jungle Carousel	36" and under w/ SC	Yes	Gate to left of entrance	WC, LB, D, SS, 1, 2
Flying Banana	30" - 48"	No	Exit	LB, SS, T, 1, 2, 3
Overland Express Train	40" - 56"	No	Exit	LB, SS, T, 1, 2, 3
Tiger Coaster	36" - 48" w/SC	No	Exit	SS, T, 1, 2, 3
Roaring Springs	36" - 42" w/SC	No	Exit	SS, T, 1, 2, 3
Expedition Wild Africa	36" - 42" w/SC	Yes	Gate to right of entrance	WC, D, SS, 1,3

Legend			
SC	Must have Supervising Companion	1	Heart, Neck or Back Issues. Recent Surgeries Prohibited
T	Must transfer into a ride vehicle	2	Restraints In Use
LB	Weight limit in place - No adults	3	Upper Body Control
WC	Ride can accommodate wheelchairs		
SS	Shirt & Shoes Required		
D	Service animals permitted		
SC12	Must have Supervising Companion 12 years and under		

