



ACCESSIBILITY RESOURCE GUIDE

ZooTampa is committed to creating a welcoming and inclusive environment for all. 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.

QUESTIONS?

Contact Guest Relations.

Telephone: 813-935-8552 ext. 0

Email: Guestrelations@ZooTampa.org

Chat bubble: ZooTampa.org

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.

ACCESSIBLE PARKING

Accessible parking spaces are available in the 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 no longer available, 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 can be found at the Aldabra Signature Encounter and White Rhino Signature Encounter.

MOBILITY EQUIPMENT

Guests can rent mobility equipment at Nature's Kingdom. Equipment is available on a first-come-first-served basis; we apologize that we are unable to accept reservations. Personal wheelchair, ECV, stroller, or wagon are welcome inside the zoo.

Guests must provide a photo ID card or refundable \$25 deposit for mobility equipment; in addition to rental fee payment for the following prices:

- Stroller \$13
- Wheelchair, non-electric \$12
- Electric mobility scooter or ECV \$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 encounter 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, can reach out to Guest Relations.



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 can be 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.



AMERICAN SIGN LANGUAGE INTERPRETER

American Sign Language interpretation can be provided at live shows and Signature Encounters with a minimum of two weeks' notice by contacting Guest Relations. Every effort will be made to provide interpreting services with less than two weeks' notice, depending on availability.

PRINTED SCRIPTS FOR SIGNATURE ENCOUNTERS

Printed scripts for daily Signature Encounters are available upon request through Guest Relations.



CLOSED CAPTIONING

Closed captioning is available on the pre-recorded video messaging at the skunk habitat and Expedition Wild Africa.



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 DOG POLICY

Only ADA service animals are permitted inside ZooTampa. This includes trained service animals and service animals-in-training but does not include a pet or emotional support animal (ESA). English and Spanish versions of ZooTampa's Service Animal Policy are available online at ZooTampa.org/accessibility.

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

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 aware of your needs and who 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 attraction. All guests must meet the minimum height requirement and all other ride requirements.



RESOURCES FOR THOSE WHO ARE BLIND OR HAVE LOW VISION

A low-vision version of ZooTampa's map and Accessibility Resource Handbook is available on [ZooTampa.org/accessibility](https://www.zootampa.org/accessibility).



SENSORY OPPORTUNITIES

Many habitats 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
- Aldabra Tortoise -Touch the tortoise for an additional cost
- Outside of ZooVenture Theater-Various birds of prey distance of wings cut out
- Wallaroo Petting Zoo-Touch the goats and llamas
- 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

AUTISM SPECTRUM DISORDER RESOURCES

Zoo Tampa 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 experience difficulties with sensory processing/autism spectrum disorder. We receive frequent trainings, guidance, support, and technical assistance from C.A.R.D. USF. 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. Distract Packs check-out process includes providing a Photo ID card or refundable \$25 deposit and will be returned or refunded when the Distract Pack is returned to the Tours and Guest Services booth. Personal similar sensory items are welcome inside the zoo. The Distract Pack includes a sensory-friendly version of the Zoo map, Visiting the Zoo social story, fidget items, and child-sized earmuff or single-use earplugs. SPD individuals can also request a "**purple wrist band**" that allows for reduced wait time for mechanical rides during regular operating hours of 9:30 a.m. to 5 p.m. Purple wrist bands to support reduced wait time are unavailable outside of regular operating hours; we apologize. We offer a similar sensory-supportive experience during our special morning hours called Day of Discovery.

DAYS OF DISCOVERY

ZooTampa offers "Days of Discovery", an experience for guests that thrive in a sensory-supportive environment. During these special morning hours, you can expect smaller crowds, reduced music volume, and sensory stations. Days of Discovery dates will be posted on ZooTampa's website, social media channels, and C.A.R. D's calendar of events. Day of Discovery typically takes place in October, December, and February annually.

SOCIAL EXPERIENCE STORIES

The social experience stories for the Zoo provide a preview of what to expect while visiting. English and Spanish versions of social experience stories are available online at ZooTampa.org/accessibility.

CURRENT SOCIAL EXPERIENCE STORIES

- Visiting ZooTampa
- Lorikeet Landing
- Tortoise Encounter
- Indian Rhino Feeding
- Koala Encounter
- Penguin Encounter
- Sensory Friendly Map
- Giraffe Encounter

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.

BEST TIME TO VISIT

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

WEBSITE ACCESSIBILITY

ZooTampa's main website includes cloud-based accessibility support called UserWay. ZooTampa is proud to support advanced website accessibility. In addition, we offer "Chat with Us", a virtual Guest Experience Representative that can answer questions about your experience at ZooTampa.

ADA RIDE REQUIRMENTS

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

ADA RIDE REQUIREMENT LEGEND

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	

SPECIAL THANKS

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

