



**CONNECT
CARE
CONSERVE**

Wild Connections 2025 FAQ

Where do we meet?

Please meet at the Reception Desk 15 minutes before your experience begins. A Wild Connections team member will be there to guide you to the meeting spot or inform you on where to meet the animal care specialists.



Wild Connection	Session Start Time	Reception Arrival Time
Flamingo Feeding Adventure	10:15am	10:00am
Flamingo Feeding Adventure	12:15pm	12:00pm
Flamingo Feeding Adventure	2:15pm	2:00pm
Otter Adventure	11:45am	11:30am
Penguin Encounter*	11:00am	-
Penguin Encounter*	2:00pm	-
Penguin Feeding Adventure	10:15am	10:00am
Penguin Feeding Adventure	3:15pm	3:00pm
Rainforest Aviary Feeding Adventure	11:45am	11:30am
Shark Feeding Adventure	11:45am	11:30am
Moon Jelly Experience	2:00pm	1:45pm

Please note – participants of the **Penguin Encounter are to meet inside of The Living Coast exhibit at the Penguin Encounter room 15 minutes prior to their Encounter beginning.*

Is Zoo Admission & Parking included with my Wild Connection?

No, Zoo Admission and Parking are not included with any Wild Connections. Please visit, www.brookfieldzoo.org/visit to purchase tickets to the Zoo.

Is there a member discount on Wild Connections?

There are no member discounts on Wild Connections.

What should I wear?

During the warmer months, you may participate in the experience outdoors. Please dress accordingly. We encourage you to wear close-toed shoes for all Wild Connections. Some experiences may ask you to remove your jewelry.

Can I take pictures during my experience?

For the safety and comfort of the animals, camera, and cell phone use is not permitted in behind-the-scenes areas. An animal care specialist will inform you when photos are allowed in public areas.

What if I need to cancel? What if I’m running late?

Wild Connections experiences are non-refundable. Exceptions to the refund policy are made on a case-by-case basis at the sole discretion of the Wild Connections team. Please contact wildconnections@brookfieldzoo.org for more details. We encourage you to arrive early and enjoy the Zoo prior to your experience. Tickets will be forfeited if your party is not present at the start time.

What if the Zoo needs to reschedule?

BZC may need to cancel the experience due to emergency animal needs or severe weather. We will make every effort to reschedule or offer a full refund.

Accessibility

Not all of our programs are fully accessible, but at Brookfield Zoo Chicago we value the diversity of our guests and strive to facilitate the best connections with wildlife and nature possible. If you require any accommodation to participate in the experience, please contact wildconnections@brookfieldzoo.org.

How old do I need to be to participate in a Wild Connection?

Children under the age of 18 must be accompanied by an adult to all Wild Connections.

Wild Connection	Age
Flamingo Feeding Adventure	8 years old
Moon Jelly Experience	8 years old
Otter Adventure	12 years old
Penguin Encounter	5 years old*
Penguin Feeding Adventure	12 years old
Rainforest Aviary Feeding Adventure	8 years old
Shark Feeding Adventure	12 years old

**Adults must also register to attend the Penguin Encounter with their child. We do not permit children to participate in this experience without an adult.*

All participants must sign the Wild Connections Program Participant Waiver during online registration.

Additional Questions? Please contact wildconnections@brookfieldzoo.org.