

Animal Meet & Greet Information

Experience Information

Animal experiences make great gifts and are perfect for animal lovers of all ages. Here are some things you need to know to make your visit a most memorable experience:

You must be attentive. Although the animals are comfortable around their human caregivers they are still wild animals and their behavior is unpredictable.

It is important that you pay close attention to the guidance and instructions of the keeper. Never enter any animal area without direction from the keeper. Always wait for instructions and authorization from a zookeeper before entering any animal care areas. All participants and/or guardians are required to complete and sign a liability waiver. Your signed waiver and full payment are required before the experience can commence.

Experience Questions

What should I wear?

Experiences take place rain or shine. Be sure to dress for the weather with comfortable closed-toe shoes appropriate for a long stroll around the zoo.

Can I take pictures during the program?

Cameras and cell phone cameras are permitted without a flash. We want you to have a memorable keepsake of this amazing experience.

Can I smoke?

Potter Park Zoo is a tobacco-free zoo. For the safety of the animals, guests and zoo staff, tobacco products may not be used during the program.

What if I am late?

If you are or know that you will be more than 15 minutes late, please call (517) 244-8042 and our staff will meet you as soon as they are able. If you arrive late, the length of the program cannot be extended.

Where do we meet?

Enter the zoo at the main entrance gate. Please let the admission attendant know you are at the zoo for an animal experience and proceed to the Welcome Center, the building behind the gift shop on your left as you enter the zoo.

What if I need to cancel?

Any cancellations must be received seven or more calendar days in advance of the scheduled program in order to receive a refund. Registration does include a \$25 non-refundable deposit. Any cancellations received six calendar days or less are not eligible for a refund. Exceptions to the refund policy will be made on a case by case basis and at the sole discretion of Potter Park Zoo staff.

What if I need to reschedule?

Please follow the cancellation process outlined above. Once you have completed your cancellation, you are welcome to register for any available animal experience. Due to limited availability, we cannot guarantee program availability.

I have read through the waiver and I have questions about whether this is the right program for my child.

What do I do?

Please call (517) 244-8042 prior to registering for the program. We will do our best to answer each of your questions and to help you find a program that is a good fit for you.

Anything else I should know?

Please be aware that though it is rare, any animal experience can be canceled by Potter Park Zoo at any time due to animal welfare, dangerous weather, or staff needs. If your program is canceled, you will be contacted with as much notice as possible to schedule another date for your adventure.



To schedule a Meet & Greet, please contact Erin at
517-244-8042 or EORourke@ingham.org