

POTTER PARK



ZOO PASSES

FAQ for Reopening



What is a zoo pass?

A Potter Park Zoo pass allows guests to enter the zoo with no charge. When you use a zoo pass you do not have to pay for parking or admission.

Can I use a ZIYN pass now that Potter Park Zoo has Reopened?

Yes! You can use a "Zoo in Your Neighborhood" pass to visit the zoo. Please note, we are limiting how many guests can visit the zoo at one time. This allows ample room for household groups to social distance while exploring the zoo at their own pace.

Our system does not let ZIYN pass users reserve an arrival time online. Those with a ZIYN pass may have to wait for the next available time slot if the zoo is at the maximum reduced capacity.

Please bring your Potter Park Zoo pass to the admission booth and show the zoo staff member. The pass will allow you and your household into the zoo for free.

Please Note: Masks are required to enter the zoo, when indoors, and when within six feet of anyone outside of your household. Mobility devices and stroller rentals, as well as membership sales are located in an indoor area where masks are required. If you do not bring your mask with you, you will be asked to purchase one at admissions. Thank you for helping to keep the zoo a safe place for everyone!

Who can check out a zoo pass?

Anyone can check out a zoo pass. You do not have to be a Lansing resident or Ingham County resident to use a zoo pass. Some of the libraries may require you to have a library card to check out a zoo pass. Please understand this is for them to properly keep track of the passes in their systems.

Where can I check a zoo pass out?

There are over 30 locations with zoo passes available. On the right side of the screen you will find all of our community partners. Because of COVID-19 they may have changed their policies about checking out a zoo pass. If the organization feels comfortable giving the zoo passes out then we will accept them at our zoo. Please use the numbers provided to call the organization and confirm they have the passes available. All of our partners are given a specific number of passes and they may all be checked out.

When can I check out a zoo pass?

Whenever you would like too! Zoo passes are made available to patrons year-round. A community partner may have them all checked out and you can request to be put on a wait list.

When can I use a zoo pass?

Zoo passes can be used any day that the zoo is open during normal operational hours. The zoo passes are also valid for Boo at the Zoo and Wonderland of Lights. You cannot use a zoo pass for fundraising events like Wine and Stein and Members Night.

Who can use the zoo pass I check out?

One zoo pass can be used per household. Those living in at your residence will be allowed to enter the zoo, for free, with you.

When do I return the zoo pass?

All passes are due within 1 week from check out. This is important so that other families can use the passes and that you can check them out again at a different time if you need too. The sooner you return it, the sooner the next family will be able to enjoy their free day at the zoo.