

Potter Park Zoo FAQ

TICKETS

Q: Do I have to get a ticket in advance, or can I get one at the gate?

A: No, tickets can be purchased at the gate.
Tickets can also be purchased online at <https://potterparkzoo.org/ticket-sales/>

Q: Is there a limit to the number of arrival time reservations I can order?

A: Yes. Reservations are limited to nine guests. If you have a group larger than nine or are a school, please call 517-342-2765 (admissions supervisor).

Q: Do I need to print my tickets?

A: Guests do not need to print tickets. We scan the screen on your mobile device. Please have your barcode(s) visible when approaching the parking booth and admissions booth for quick entry.

Q: How long can I stay at the zoo?

A: Once you're here, you are welcome to stay as long as you would like until the zoo closes.

Q: If I leave the zoo, can I re-enter?

A: Yes, you may re-enter the same day by showing your ticket.

Q: What if I have a valid general admission coupon to come to Potter Park Zoo?

A: You may use an admissions coupon at the gate. Coupons cannot be used to purchase tickets online.

A: I have a membership to another zoo or aquarium. Will that still work for free or reduced admission?

A: We will accept reciprocal members at the gate only. Online tickets for reciprocal members will not be available.

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YOUR VISIT

Q: What are Potter Park Zoo's hours?

A: Please visit our [Plan Your Visit page](#) to see the latest hours. Guests have one hour to leave the zoo after closing.

Q: Can I bring food and beverages into the zoo?

A: Yes. Refillable water bottles are highly encouraged. Due to limited seating we recommend all picnic lunches be consumed in the park.

Q: Are there wheelchairs, electric mobility devices, wagons, and strollers available for rent?

A: Yes. You can rent these at admissions. Advance reservations are highly encouraged, please call 517-342-2765 (admissions supervisor). Pricing is found [here](#).

Q: Where is the nearest bus stop if I am riding a CATA bus?

A: The nearest bus stop for guests is on Pennsylvania Ave, across from Baker St.

Q: What are the Ingham County Park and Zoo Rules AND Regulations?

A: Click [HERE](#) for the Ingham County Park and Zoo Rules and Regulations. If guests have questions about the rule and regulations they can contact zoocontact@ingham.org.

Potter Park Zoo Hours

Potter Park Zoo is open every day of the year except for December 25.

November 1 through March 31:

10 a.m to 4 p.m.

April 1 through Labor Day:

9 a.m. to 5 p.m.

After Labor Day through Oct. 31:

9 a.m. to 4 p.m. weekdays

9 a.m. to 5 p.m. weekends

Admission Prices

April – October

Resident Adult – \$8.00

Non-Resident Adult – \$15.00

Resident Senior (60+)/Military – \$6.00

Non-Resident Senior (60+)/Military – \$13.00

All Children (ages 3-12) – \$5.00

All Children Under 3 – FREE

Mondays (non-holiday) from 9 a.m. to noon for FREE (Ingham County Residents only).

November – March

All Adults – \$5.00

All Children (ages 3-12) – \$4.00

All Children Under 3 – FREE

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ACCOMMODATIONS

Q: Does Potter Park Zoo offer staff to assist with translation, wheelchair support, or sign language for guests?

A: All accommodations (i.e. Staff assist with pushing a wheelchair, sign language interpreters, translating) must be requested two weeks in advance to guarantee availability.

Q: Where do I reserve or request wheelchairs, electric carts, wagons and strollers?

A: To reserve one of these items you should call admissions at 517-342-2765. If not reserved in advance, they are first come, first serve and you should ask the admissions staff for availability.

Q: Does Potter Park Zoo participate in EBT, WIC or discounted admission programs?

Although the zoo does not participate in these specific programs, we offer our own program that provides Family Zoo Passes to local community partners, allowing families to check out the passes for free.

They can find our partners on our website: <https://potterparkzoo.org/ziyn/>.

Q: What is included in a family zoo pass?

A: When a family checks out a zoo pass from a community partner location, they will receive free admission and parking. A pass is valid everyday that the zoo is open and most events. They are not available for 21+ over events like Zoo Nights. If you have further questions please reach out to Mariah Martinez, 517-372-2751.

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Q: Where can I check out sensory bags and headphones?

A: Sensory bags can be checked out at the Welcome Center and Discovery Center front desks during normal business hours.

Q: Where can I check out our animal signage transcribed in braille?

A: The Welcome Center front desk.

Q: Does the zoo offer sensory friendly programming?

A: Potter Park Zoo offers FALCONERS. FALCONERS is designed to allow children and adults of all ages with special needs and unique abilities (such as autism or developmental disabilities) and their whole family to have an enriching educational experience in a safe, welcoming and sensory friendly environment. Registration is required to attend the monthly free events:
<https://potterparkzoo.org/falconers/>.

Q: Does Potter Park Zoo provide audio tours or virtual tours of the zoo?

A: Yes, Potter Park Zoo provides an audio tour of the Feline House and Reptile House. They can be listened to on our [Audio Tours](#) page.

A: Yes, Potter Park Zoo provides a virtual tour of the zoo and it is available on our [Virtual Tours](#) page.

Q: How can I inform the zoo about any specific needs I may have in case of a medical emergency during my visit?

A: If you plan to visit Potter Park Zoo and wish to notify us of any specific needs related to a potential medical emergency, please contact us in advance by emailing zoocontact@ingham.org or calling Public Safety at 517-230-3790.