Virtual Programs – Frequently Asked Questions

Last Updated: January 18, 2022

Virtual Program Information

Question: What is the difference between a Virtual Visit and a Virtual Meet and Greet?

Answer:

	Virtual Visit	Virtual Meet & Greet
Area of the Toronto Zoo	**ONE <u>area</u>** of the Toronto Zoo from the following list: • African Rainforest • African Savanna* • Indo Malaya Jungles • Northern Climates • Australia & Islands • Wildlife Health Centre & Greenhouse *Seasonally available from June-October **OR** If you are a school, then **ONE grade topic**, of your choice below: Grade 1 – Animal Movement Grade 2 – Animal Classification Grade 3 – Plant & Animal Relationships Grade 4 – Habitats & Human Influences Grade 5 –Animal Digestion Grade 6 – Biodiversity Grade 7 – Rainforest Ecosystem Secondary/Post - Secondary – Wildlife Biology	**ONE <u>animal ambassador</u>** from the list of species below: • Large mammal (such as giraffe, tiger, or polar bear) • Primate (such as gorilla, monkey, or lemur) • Reptile (such as snakes, frogs, or turtles) • Bird (such as eagle, hornbill, or owl) • Fish exhibit Though we have thousands of animals residing at the Zoo, some may be unavailable to appear in a video. We will do our best to honour your first choice but please indicate an alternative choice as well. *Please keep in mind that we cannot guarantee the behaviour of the animals in the video and requests to have the animals perform behaviours cannot be honoured.
Number of Animals that I will see	Variety of animals	One species
Program Length	40 minutes including Q&A	15 minutes including Q&A

Program Start Times	9:00 am, 10:15 am, 11:30 am, 1:30 pm, and 2:45 pm.	9:00 am, 10:15 am, 11:30 am, 1:30 pm, and 2:45 pm.
Number of participants	For all Classroom Connectionz (Zoo or personally hosted) up to 2 classes may participate per connection. If you wish to include more than 2 classes in your connection, we would be happy to accommodate you at the rate of one additional program fee per 2 classes. For all Zoo Connectionz (Zoo or personally hosted) up to 50 people may participate per connection. If you wish to include more than 50 participants, we would be happy to accommodate you at the rate of one additional program fee per each additional 50 participants.	For all Classroom Connectionz (Zoo or personally hosted) up to 2 classes may participate per connection. If you wish to include more than 2 classes in your connection, we would be happy to accommodate you at the rate of one additional program fee per 2 classes. For all Zoo Connectionz (Zoo or personally hosted) up to 50 people may participate per connection. If you wish to include more than 50 participants, we would be happy to accommodate you at the rate of one additional program fee per each additional 50 participants.
Pre-Recorded or Live	Live	Live
Cost	$110.62 + HST	$52.50 + HST

Question: What time slots are available for virtual programs?

Answer:
Virtual programs are available during the following time slots:

 9:00 am, 10:15 am, 11:30 am, 1:30 pm, and 2:45 pm. If none of these times work for you, please contact us at programs@torontozoo.ca to inquire if alternate arrangements can be made.

Question: What time zone are virtual programs presented in?

Answer:
Our virtual programs are presented in Eastern Standard Time (EST). Please take note of the time zone difference when booking a program, if your program takes place in a different time zone.

Question: Do you have any virtual programs for corporations?

Answer:
Please email us at programs@torontozoo.ca or call us at 416-392-5947 to discuss opportunities for virtual program experiences at the Toronto Zoo. We will work with your organization to customize your virtual experience.

Question: What days can I book a virtual program?

Answer:
Virtual programs are offered seven days a week, including weekends and holidays.

Question: Can I book an evening program?

Answer:
Currently our virtual programs take place during the day. We do not offer evening programs, as the Toronto Zoo is closed and our animals are not viewable. If your group meets in the evenings, you could consider selecting a Saturday or Sunday day time slot and make these special arrangements with your group.

Question: What online etiquette do you expect from us?

Answer:

Please ask your guests to remain muted during your virtual presentation and use the chat function in order to ask questions. You will always have the ability to mute and unmute in order to communicate with the Zoo program leader. The organizer or individual who has booked the virtual program is responsible for the behaviour of their guests or participants. To ensure the best experience possible for you and your guests, please be aware of your background noise when participating in the connection and ensure you mute and use the chat function if you are experiencing background noise at your location (e.g., other people, environmental noise etc.).

Question: Can we ask questions during the program?

Answer:

Yes, you can ask questions during your virtual program. During the virtual connection, the chat function will be available and can be used to send questions to the Zoo program leader. The Zoo program leader will only be able to reply vocally and will not be sending messages through the

chat at any time. You can arrange with your program leader to allow for time at the end of your program for a verbal question and answer period.

Question: What online delivery platform is used by the Toronto Zoo?

Answer: The delivery platform we use is Zoom.

Question: What connection platforms can we use if we want to host the connection link for our virtual programs?

Answer:

If you would like to host the connection link, you may use Google Meet, MS Teams, Webex, Zoom, or any preferred platform. For any uncommon connection platforms not listed, please let us know and we can check if the connection link is possible.

Question: What type of equipment or technology do I need to connect with you virtually?

Answer:

If you are a classroom or have a shared learning space, you will need an internet connection, computer, microphone, projector, and something to project onto (screen, Smart Board, etc).

If participants are joining from their own homes, they will need an internet connection and a device (computer, tablet, phone, etc.) where they can view the session.

Question: Can I record a virtual session to share?

Answer:

Yes, you can record a session and share the recorded session with your guests or participants that have booked the program. Sorry, Toronto Zoo virtual program recordings are not permitted to be shared on social media or outside participants from the program.

Question: Are your virtual programs live or pre-recorded?

Answer:

Our Virtual Visits and Virtual Meet & Greets are presented live. Virtual Visits include a Zoo program leader presenting in real Eastern Standard Time (EST), with live animals viewable in their enclosures (subject to availability).

Our Zoo Greetingz & Celebrations are pre-recorded videos, which are sent to the purchaser via email.

Question: Who delivers your virtual programs?

Answer: A knowledgeable and enthusiastic program leader from the Zoo's Learning & Engagement Branch delivers our virtual programs.

Question: What animals will I see during my Virtual Visit?

Answer: When you book your Virtual Visit, you will be able to select either a specific area of the Zoo OR, for schools, a curriculum topic.

The following areas are currently offered:

- African Rainforest
- African Savanna
- Indo-Malaya Jungles
- Northern Climates
- Australia & Islands
- Wildlife Health Centre & Greenhouse

The following curriculum topics are currently offered:

- Grade 1 – Animal Movement
- Grade 2 – Animal Classification
- Grade 3 – Plant & Animal Relationships
- Grade 4 – Habitats & Human Influences
- Grade 5 –Animal Digestion
- Grade 6 – Biodiversity
- Grade 7 – Rainforest Ecosystem
- Secondary/Post - Secondary – Wildlife Biology

Due to factors such as weather, animal health, and the individual preferences of specific animals, we cannot provide an itinerary of specifically what animal(s) you will see during your Virtual Visit.   On the day of your program, the program leader will assess the animals available and build the best tour possible for you. You will not see every animal at the Zoo or in a specific area during your Virtual Visit.

To learn more about the various animals that live at the Toronto Zoo, please visit https://www.torontozoo.com/animals.

Question: What animals will I see on my Meet & Greet?

Answer:

When you book your Meet & Greet, you will select an animal ambassador type. We currently offer the following types of ambassadors: large mammal, primate, reptile, bird, or fish. On the morning of your Virtual Meet & Greet, your program leader will assess the animals available and select the one that will provide the best experience for you. We cannot guarantee your Meet & Greet will take place at a specific individual animal, however please note in your booking any special requests and we will do our best to honour the request, provided it will still provide a good experience for you.

Question: How many people can participate in the virtual experience?

Answer:

For all Zoo Connectionz (Zoo or personally hosted) up to 50 people may participate. If you wish to include more than 50 people you are welcome to do so at the rate of one additional program fee per 50 participants.

For all Classroom Connectionz (Zoo or personally hosted) up to 2 classes may participate. If you wish to include more than 2 classes, you are welcome to do so at the rate of one additional program fee per 2 classes.

Question: Do you offer virtual programs in French or any other language?

Answer: Unfortunately, we do not deliver virtual programs in French or any other languages however, you are welcome to have an interpreter join you virtually to translate the program for your participants. Our program leaders deliver all virtual programs in English.

Question: When and how will I get the Zoo Greetingz that I have purchased?

Answer: Zoo Greetingz are sent to the email address provided to us upon registration prior to the deadline you specify during registration. The link to your Zoo Greetingz video is provided in the email and can be shared with whomever you wish.

Question: What does a Zoo Greetingz look like and how is my message included?

Answer: Zoo Greetingz are sent in MP4 format. The message that you provided for us will be included in the video greeting in written format.

Question: Do you have any promotional material I can use to promote the virtual program or give to the guests of my virtual program?

Answer: Due to the environmental conservation efforts of the Toronto Zoo we do not offer printed promotional material. Please feel free to use our website content for promotional and/or marketing purposes in order to promote or give more information to your participants about the virtual program.

Virtual program information can be found on our website at
https://www.torontozoo.com/zootoyou/zooconnectionz

Question: Do you have any recommendations of the best area to select for my Virtual Visit?

Answer: Our program leaders do their best to ensure you have the best experience possible, regardless of the areas or curriculum topic you select. We recommend determining some of your group's favourite animals and then contacting us for further assistance on selecting an area for your Virtual Visit or species for your Meet & Greet, if need be.

Booking a Virtual Program

Question: Who can book a virtual program?

Answer: Anyone ages 18 and up can book a virtual program. Corporations, community groups or associations, schools, youth groups (eg., scouts, guides, church youth groups etc.), families, or individuals etc. that are interested in a personalized virtual program may book.

Please note: there are no age restrictions for guests viewing the virtual program.

Question: How do I book a virtual program?

Answer: Please click on this link to create an account,
https://torontozoo.campbrainregistration.com

Once an account has been created and you are logged in to our online registration system, you will be able to choose your preferred program from the list of programs that are currently available. Please read the instructions and follow the guidelines through the registration process. Upon completing your registration, you will receive an automatic email including further details and instructions.

Question: How do I book multiple programs, for example a virtual visit and a virtual meet & greet, or more than one program?

Answer: If you are thinking of booking multiple programs, please contact us first at programs@torontozoo.ca or 416-392-5947 (Monday to Friday between 8:00 am to 4:30 pm) so that we can assist you.

Question: How do I add on another virtual program once I have already paid for one program?

Answer: If you would like to book another virtual program, **on a different date**, you can do so by logging back in and starting a new registration.

If you would like to register for an additional program **on the same day**, then please contact us at programs@torontozoo.ca or 416-392-5947.

Question: How do I pay for my virtual program?

Answer: All virtual experience payments are completed online via major credit card. We accept Visa, MasterCard, and AMEX.

At this time, unfortunately we do not accept electronic transfers (e-transfer), debit cards, or debit credit cards.

Question: If I have further questions or need assistance with my registration, who do I contact?

Answer: Please contact us at programs@torontozoo.ca or 416-392-5947, Monday to Friday from 8:00 am to 4:30 pm.

Question: Can my organization be invoiced for payment as part of my online registration?

Answer: Our preferred method payment is online via credit card, however schools that are part of an Ontario Public or Catholic School Board can request to be invoiced for payment. Otherwise, we accept credit card payments online for your virtual experiences including Visa, MasterCard, or AMEX.

Question: Can I have a receipt for the virtual program that I have purchased?

Answer: You can view your current statement of account anytime by logging into your online registration account. A statement of account includes all charges and payments accrued by this account which is equivalent to a receipt.

Question: How do I log back on to my account?

Answer: You can log back onto your account by going to our website https://www.torontozoo.com/zootoyou with your username and password. If you have forgotten your password, please click on the "forgot password" button to reset your password.

Question: What is the refund policy?

Answer:

All refund requests must be made in writing to programs@torontozoo.ca

Cancellations received at least 8 days prior to the connection date are 100% refundable minus a $13.27 + HST administrative fee.

Cancellations received within 7 days of the connection date are not eligible for a refund.

All transfers or alterations to a purchased Virtual Experience are subject to an administrative fee of $13.27 + HST and notice of at least 48 hours prior to the date of the connection.

Question: How do I change, re-schedule, or cancel my scheduled tour/time and/or date? Is there an administrative fee to change details of my virtual program once I have booked?

Answer:
If you need to change or cancel your virtual program, please email us at programs@torontozoo.ca. All transfers or alterations to a purchased Virtual Experience are subject to an administrative fee of $13.27 + HST and notice of at least 48 hours prior to the date

of the connection. Cancellations received at least 8 days prior to the connection date are 100% refundable minus a $13.27 + HST administrative fee. Cancellations received within 7 days of the connection date are not eligible for a refund.

Question: Are there any discounts for virtual visits or virtual Meet & Greets?

Answer:

Unfortunately, at this time, we are not able to provide a discount. The Toronto Zoo is a not-for-profit conservation organization and we rely on funding from these programs to support our operations. Our virtual experiences are comparative in pricing with other virtual program experiences with other zoos.