

North America



Park Hours

November-March: 9am-4pm
 Questions? Ask any uniformed
 Zoo staff member.

Africa

When temperatures fall below
 45 degrees many of our African
 animals may be less visible.
 Explore the Africa region of
 the Park in the afternoon
 when it is warmer.



North America Plaza
 Entrance & Exit (Entrada/Salida)

Info/Lost & Found

Snack Bar
 Settlers' Ridge

Earth Explorer Gift Shop
 Souvenirs, gifts, sundries & Zoo Memberships sold
 RENTALS: Strollers and wheelchairs (first-come, first-served; limited availability)

Snack Bars

Wild Burger
 Located across from Garden Friends

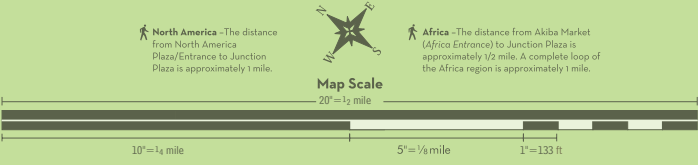
Prairie Popcorn
 Located near the Prairie Exhibit

Junction Plaza
 The center of the Park (El centro del Parque)

Restaurants
 Crossing Pizza Café
 Junction Springs Café online ordering only 10m - 3:30pm daily

Snack Bars
 Connections Creamery
 The Coop (weekends only)

To report an emergency
336.879.7542
 Para reportar una emergencia marque
336.879.7542



Please note:

Face coverings (over nose and mouth) are required for Zoo entry and at all times during your visit. Practice social distancing, staying at least 6 feet away from others not in your party.

Please note: On occasion the Zoo or production companies authorized by the Zoo will photograph or video Zoo guests for the Zoo's educational or promotional use or for use in programming about the Zoo. Guest entry into the Zoo grants the Zoo and authorized production companies permission to use these images for these uses throughout the world in all media in perpetuity.

KNOW BEFORE YOU GO

We look forward to welcoming our members and guests to the world's largest natural habitat zoo. We have made some changes to our operations to help ensure your safety during this time. We ask that you read the below information to help you plan your visit.

Admissions and Ticketing:

- Please print your reservation confirmation or tickets for the most efficient entry. Tickets can also be scanned from your smart phone.
- North Carolina Zoo Society members and Reciprocal Members will need to bring your valid membership card and a photo I.D. along with the reservation confirmation for entry.
- If you made reservations to use your previously purchased Zoo admission tickets you must present those tickets along with your reservation for zoo entry.
- Only the North America entrance and parking lot will be open for entry and exit. You can see the entire Zoo from this entrance.
- To keep crowd size at the gate to a minimum we ask that you please do not arrive before your reserved entry time. We are unable to accommodate early entries. Entry times have a 30 minute window (Example: 9:30 am ticket entry is 9:30am - 10am)
- Face Coverings (over nose and mouth) are required for all members and guests age five and older for Zoo entry and at all times during your visit unless stationary and actively eating or drinking. Practice social distancing, staying at least 6 feet away from others not in your party.
- Please bring what you need when you enter as there is no re-entry. Picnic areas are located outside the main gate so if you plan to picnic, do so either before or after your visit at our Solar Pointe picnic area (adjacent to the North America Parking Lot).

- The Zoo's pathways are configured into a mostly one-way walking experience through North America and Africa. This is to help encourage social distancing while still ensuring every guest can stop by each habitat. You will see directional signs and decals to help you navigate your visit.

Getting Around the Zoo

- We are a walking Zoo and our animals are only visible from the walking paths.
- Transportation is available from Junction Plaza back to the North America Entrance/Exit only (with limited capacity).
- Transportation in Africa and parking lot shuttles are not available currently.
- Only Strollers that can fit into the seat with you can be accommodated on Zoo transportation at this time.
- If you wish to bring your oversized stroller or wagon you are welcome to but remember, this means you will be walking back as transport cannot accommodate them during this time.
- If you rent a Zoo stroller these can be left at the Junction tram stop at the end of your visit should you choose to take a tram back.

Park Updates:

The following habitats and amenities are temporarily closed during this initial phase.

- Some Indoor habitats Streamside, Seabird and Sea Lion Underwater Viewing
- Indoor dining (outside dining is available)
- All seasonal attractions are currently closed.
- Education Smart Carts
- Keeper talks and animal feeding times
- Tram services in Africa

Creature Comforts

- Restrooms are available throughout the Zoo, but for your safety, will close periodically for cleaning and sanitizing.
- Hand sanitizer stations are set up in designated areas along the paths for your convenience.
- Water bottle refill stations available. As a further safety measure, all drinking fountains are closed through the Zoo, but water bottle refill stations are available at Wild Burger Cafe (North America), near the Black Bear habitat (North America), Prairie Outpost (North America) and near the Watani Grassland restrooms (Africa).

We encourage guests to bring a refillable water bottle.

Dining

Pre-packaged food options and outdoor seating will be available inside the Zoo. We encourage the use of credit, debit or gift cards for purchases.

**Mobile ordering is available
10am - 3:30pm daily from our Junction
Springs Café location.**

<https://junctioncafe.mynrcsilver.com/>



Gifts and Rentals

- Earth Explorer gift shop at North America Plaza is open daily with limited guest entry.
- Single and Double strollers as well as Electric Convenience vehicles are available for rent on a first come first served basis.