

# North America



## Park Hours

April-October 9am-5pm  
Questions? Ask any uniformed  
Zoo staff member.

# Africa



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

**Restaurants**  
Junction Springs (Mobile ordering)  
Crossing Pizza Café

**Snack Bars**  
Connections Creamery  
The Coop

**Junction Traders Gift Shop**  
Souvenirs, gifts, sundries & Zoo Memberships sold

**Seasonal Attractions**  
Carousel

**Rydbables Rentals**  
First-come, first-served.  
\$5 activation fee and .33 a minute. No time limit.  
Restrictions apply.

**Akiba Market**  
Africa Entrance & Exit (Entrada/Salida)

**ATTENTION**  
Africa Entrance & Parking Lot CLOSED

**Safari Gift Shop**  
Souvenirs, gifts, sundries and Zoo Memberships sold  
**RENTALS:** Strollers and wheelchairs (first-come, first-served)

## 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.



# KNOW BEFORE YOU GO

We are looking forward to your upcoming visit. We ask that you read the below information to help with your planning.

## Hours of Operation

**April - October 9am - 5pm**

## 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 and Reciprocal members please have your valid membership card and a photo I.D. along with the reservation confirmation for entry.
- If you have reservations to use your previously acquired Zoo admission tickets you must present those tickets along with your reservation for Zoo entry.
- On days that we are sold out we will not be able to accommodate walkups. Make sure that everyone in your group has a pre-purchased timed entry ticket or reservation.
- Only the North America entrance and parking lot will be open for Zoo 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 (covering the nose and mouth) are required for guests five and older for Zoo entry and at all times during your visit unless stationary and actively eating or drinking in accordance with the current Governor's order.
- Practice social distancing, staying at least 6 feet away from others not in your party during your visit.

- If you are unable to wear a face covering due to an exemption in accordance with the current governor's order check in with a member of the admissions team upon arrival for accommodation and additional information about your visit.
- Please bring what you need when you enter. There is no re-entry.
- Picnic areas are outside the main gate so if you plan to picnic, do so before or after your visit to the Zoo at our Solar Pointe picnic area (adjacent to the North America Parking Lot).

## Park Updates:

The following habitats and amenities are currently unavailable.

- Indoor dining (outside dining is available)
- Education Smart Carts
- Keeper talks and animal feeding times
- Tram service in Africa is closed for construction
- Baboon habitat is currently being renovated

## Dining and Gifts:

- **Dining at the Zoo:** Walk Up and Online ordering with outdoor seating will be available inside the Zoo. We encourage the use of credit, debit or gift cards for purchases.
- Gift Shops are Open

## Seasonal Attractions:

All seasonal attractions are weather dependent; additional fees apply.

- **Carousel:** Open daily 10am - 4:30pm
- **Treehouse Trek:** Open daily 10am - 4:30pm
- **Acacia Station Giraffe Deck:**  
Open daily 11am - 3pm

## 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)
  - near the Watani Grassland restrooms (Africa).

- We encourage guests to bring a refillable water bottle.

## Getting Around the Zoo

- We are a walking Zoo and our animals are only visible from the walking paths.
- Transportation will be available between the North America Entrance and Junction Plaza throughout the day. Please note we do not transport passengers to Junction Plaza after 4:30pm.
- Single and Double Strollers as well as Manual and Electric Wheelchairs are available to rent on a first come first served basis from the gift shop at the entrance.
- **New for 2021 - Rent a Rydable**  
The cutest themed animal electric powered mobility cart you have ever seen! Rydables allow you to cruise through the Zoo at a safe speed. This interactive experience is fun for the whole family and is sure to make your trip more memorable. \$5 activation fee and 33 cents per minute.

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.