

# JUST THE WILD FACTS

Everything you ever wanted to know about  
**Cleveland Metroparks Zoo**

2012





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## HISTORY

The Zoo began as Wade Park in 1882 after Jephtha H. Wade donated 73 - acres of land and 14 deer to the City of Cleveland. By 1907, however, Cleveland City Council had laid plans to build the Cleveland Museum of Art and decided to move the Zoo to its current location.

**Did you know...? The Zoo was originally located near Wade Oval in Cleveland's University Circle.**

The animals kept in the early Zoo were mostly of local origin, but the next 30 years saw the building of the Zoo's first Monkey Island, sea lion pools and bear exhibit before the Cleveland Museum of Natural History assumed control in 1940. In November 1940, a new Asian elephant arrived at the Zoo.

In 1955, Zoo staff and supporters organized an African safari and obtained three elephants, two hippos, two rhinos, three giraffes, and many smaller animals. A year later, the Zoo's Pachyderm Building opened to house many of the animals acquired on the safari.

**Did you know...? Breeding and conservation programs supply the world's zoos with enough animals for almost all new exhibits.**

In 1957, the Cleveland Zoological Society assumed control of the Zoo. In January of 1959, heavy rains and melting

## HISTORY

snow caused Big Creek to overflow, and the resulting flood wiped out the Zoo's reptile collection and damaged many buildings. The Zoo recovered by 1962, however, and moated lion and tiger exhibits were added.

In 1968, the City of Cleveland transferred ownership of the Zoo to the Cleveland Metropolitan Park District, and the Cleveland Zoological Society transferred management of the Zoo to **Cleveland Metroparks** in 1975.

Also in 1975, construction began on The Primate & Cat Building, and it was during this time the Zoo's original building, the Wade Park Deer Barn, was moved from Wade Park and placed on Zoo grounds.

**Did you know...? Wade Memorial Hall, located next to Waterfowl Lake, is the old Wade Park Deer Barn. Today it is a Victorian-style ice cream parlor.**

In 1982, Cleveland Metroparks Zoo received accreditation from the Association of Zoos & Aquariums (AZA). In 1985, a portion of the Cat and Primate Building was renovated after the Cleveland Aquarium in Gordon Park announced it was closing permanently, and its collection of fish and invertebrates was moved to the Zoo.

Since 1989, many themed exhibits have opened under the leadership of Zoo Director **Steve Taylor**. In 1992,

## HISTORY

Cleveland Metroparks Zoo welcomed The RainForest, followed by **Wolf Wilderness** in 1997, **Australian Adventure** in 2000, and **The Sarah Allison Steffee Center for Zoological Medicine** in 2004. On May 5, 2011 **African Elephant Crossing** debuted featuring a state-of-the-art elephant exhibit spread over 5 acres of lightly wooded grasslands.

**Did you know...? When The RainForest opened in 1992, it featured the Zoo's first permanent reptile collection since the flood of 1959.**



## Cleveland Metroparks Zoo

# MISSION STATEMENT

**We create compelling experiences that connect people with wildlife and inspire personal responsibility for conserving the natural world.**

**Did you know...? At Cleveland Metroparks Zoo we genuinely want our guests to have an enjoyable time. We encourage staff to build long-lasting relationships with our guests. Our guests become friends and friends become family!**

Here are a few tips that will help you understand the difference between a **customer** and a **guest**. **ALWAYS USE THE TERM: GUESTS, INSTEAD OF VISITORS, CUSTOMERS OR PATRONS.**

**Never treat guests like paying customers, but instead treat our guests like you would someone you personally invited to your own home.**

Each guest should be greeted with sincerity, and genuine hospitality; done in such a way that **YOU** create an emotional connection. If everyone conveyed this message, guests would return time and time again.

Remember; the guest is not always right, but **they are still our guests**. Treat them with respect, kindness and help them with their requests. You may not be able to give

## Cleveland Metroparks Zoo MISSION STATEMENT

them the answer they desire, but do everything in your power to keep them loyal to us.

**Greater guest and employee loyalty  
will increase revenue.**

**Did you know...? Guests rarely notice when things go right. With that in mind, always remember...**

*"It's the way you choose to deal with problems that will separate you from your competition."*

*"It's not your fault, but it is your problem to solve. Own it!"*

*"When things don't go right for a guest, all they really want is assurance that someone is trying to fix the problem. **YOU** are that someone."*

If you don't know an answer to a question and you can't find it after you searched this booklet or other Zoo materials, then contact someone who **you know** has the answer. Avoid sending our guests to another person, unless you know for sure they can **personally** help them.

## ZOO MEMBERSHIP

The Cleveland Zoological Society is a nonprofit organization that supports Cleveland Metroparks Zoo and shares its dedication to wildlife conservation. The Cleveland Zoological Society promotes Cleveland Metroparks Zoo as a regional funding priority.

The Zoo and Zoo Society's thriving public/private partnership helps provide the margin of excellence, making our Zoo a national leader.

### **Membership Benefits Include:**

- Unlimited admission to Cleveland Metroparks Zoo and The RainForest for one year
- Discount admission to more than 150 zoos nationwide.
- Subscription to member publications ZooM! and Z
- 10% discount at Zoo gift shops
- Previews of new exhibits and exclusive members-only events

**Direct guests to contact the Cleveland Zoological Society membership staff at the booth across from the Zoo Box Office for various plans.**



## ZOO DIVISIONS

**Zoological Programs:** Zoological Programs ensure the safety, well-being, and enrichment of all Zoo animals, every day of the year.

**Conservation Education:** The Zoo's Conservation Education Division is responsible for education and conservation programs. The Zoo is a living classroom offering programs for all ages and interests, from overnight camps to college courses. Each program targets a particular age group. Biofacts and/or live animals provide an up-close, "hands on" experience that will be both enjoyable and memorable. And, teacher resources are available year-round. Zoo volunteers and Zoo Crew (teen volunteers) assist staff at locations throughout the Zoo. The Zoo's Conservation & Science program was created to develop, coordinate and support conservation and research projects in the following primary ways: (1) to support wildlife conservation regionally and around the world, (2) to improve management, health and welfare of zoo animals using science, (3) to serve as a training ground and resource for students and professional colleagues, and (4) to foster collaborative conservation and research efforts among zoological parks, academic institutions, conservation organizations and government agencies.

## ZOO DIVISIONS

**Facility Operations:** The Facility Operations Division has three departments – General Maintenance, Service Maintenance Days & Nights, and Horticulture. General Maintenance: repairs, maintains and renovates Zoo exhibits and building & grounds infrastructure. Service Maintenance: cleans the buildings & grounds, empties landfill & recycling containers, sets up and tears down events, mows the grass and clears snow. Horticulture: cares for all flora on Zoo grounds including the Public Greenhouse and two working greenhouses.

**Guest Services:** The Zoo's Guest Services Division is responsible for several areas: Operations handles transportation, guest satisfaction and safety, and ensures that our guests have an enjoyable visit. Group Sales representatives assist guests with facility rentals, birthday parties, Good Any Day tickets, and group rentals. Zoo Admissions is responsible for all ticketing and revenue for the Zoo. Zoo concessionaires, ARAMARK (refreshment stands) and Event Network (gift shops) report to Zoo Guest Services and work in conjunction with our Zoo mission and goals.

**Marketing and Public Relations:** Marketing and Public Relations promotes the Zoo throughout the region, coordinating advertising, media relations and special events.

## ZOO DIVISIONS

**ARAMARK:** ARAMARK is a leader in professional services, providing award-winning food services, facilities management, and uniform and career apparel to health care institutions, universities and school districts, stadiums and arenas, and businesses around the world. ARAMARK provides food, beverages and is our official on-site catering service.

**Event Network:** Event Network is proud to be partners with many leading zoos and cultural attractions. Just as there are unique animal collections at each zoo, so too is the merchandise assortment in each store. Event Network also supports the Zoo's conservation mission through "green" practices and product, interpretive storytelling and information, and special promotions.



# MAJOR EXHIBITS AND AREAS

## WELCOME PLAZA & SAVANNA THEATER

### Welcome to Cleveland Metroparks Zoo!



Look for the following exhibits and features in the Welcome Plaza & Savanna Theater: Exhibit Hall, Zoo Administration Building, Savanna Theater, gift and food concessions.

## TICKET PLAZA

### Ticket Sales



- **Location:** Between the walkway to The RainForest and the crosswalk to the Zoo entrance.
- **Purpose:** Ticket sales and group ticket pick-up.
- **Restrooms:** None.
- **Drinking Fountains:** Side of ticket sales Box Office.
- **Animals:** None.
- **ATM:** Side of ticket sales Box Office.
- **Membership Booth:** Across from ticket sales – purchase and renew Zoo membership.

## WELCOME PLAZA & SAVANNA THEATER

### WELCOME PLAZA

#### Zoo Administration Building



- **Location:** Zoo entrance, on the left.
- **Purpose:** Offices of Zoo director & executive secretary, Guest Services manager, secretary, training coordinator, Admissions manager, Group Sales, receptionist, Cleveland Zoological Society, Marketing, Animal Registrar, Animal Care secretarial support, Education Division, docent & volunteer staff, staff kitchen, Discovery Room, Adventure Hall, Windows on the World, Zoo library, Zoo auditorium and exhibit hall.
- **Telephones:** None.
- **Restrooms:** One is located across from the staff kitchen and the other is across from Adventure Hall.
- **Drinking Fountains:** Near the copy room and across from Adventure Hall.
- **Animals:** None
- **Food & Shopping:** Main Gift Shop.

## WELCOME PLAZA & SAVANNA THEATER

### Main Gift Shop – Event Network



- **Location:** At the main Zoo entrance.
- **Purpose:** Gift shop offering a large variety of novelties and gift items. Gift shops located throughout Zoo grounds. Strollers and wheelchair rental available at main gift shop. Open 10 a.m. to 5 p.m. daily & 7 p.m. on weekends and holidays from Memorial Day through Labor Day.
- **First Aid/Lost & Found:** Next to the restrooms, around the corner from the gift shop.
- **Telephones:** None
- **Restrooms:** Located next to the first aid station.
- **Drinking Fountains:** Next to the first aid station and at Persian leopard exhibit.

### You Are Here Kiosk/Map

- **Location:** In the Welcome Plaza; across from main gift shop.

## WELCOME PLAZA & SAVANNA THEATER

### Information Booth



- **Location:** The outdoor Information Booth is next to the map and “You Are Here Kiosk” and the indoor Information Booth that is used during the winter months is located inside the Exhibit Hall.

### Tram Service to Primate, Cat & Aquatics Building

- **Location:** New tram stop is located near lion exhibit.

### Tram Service to Northern Trek

- **Location:** Near McDonald’s.

### Main Food Court



- **Location:** On the right, across from the flamingo exhibit. (National brands)

### Savanna Theater

- **Location:** Behind the Zoo Administration Building.

### Palava Hut Pavilion & Picnic Area

- **Location:** Across from McDonald’s.

## AFRICAN SAVANNA

Take a safari through the grassy plains of the African Savanna. Observe lions, giraffes, zebras, gazelles and a variety of African birds. On Monkey Island, see colobus monkeys, and nearby, see black rhinos.



Don't miss the new 5 acre, state-of-the-art elephant facility and exhibit, African Elephant Crossing.

Visit Sarah Allison Steffee Center for Zoological Medicine, the Zoo's veterinary medical facility and research center. Explore the Reinberger Learning Lab and experience a day in the life of a zookeeper and zoo veterinarian.

Look for the following exhibits and features in African Savanna: African plains, flamingos, leopard, lions, Rising Waters Safari Camp, Savanna Ridge and the playground.

### AFRICAN SAVANNA



- **Location:** Enter Welcome Plaza and turn right.
- **Purpose:** African animals.
- **Restrooms and family restrooms:** By the Sarah Allison Steffee Center and inside African Elephant Exhibit.



## AFRICAN SAVANNA

- **Information Booth:** None.
- **Drinking Fountains:** Near the restrooms.
- **Animals:** Colobus monkeys, zebras, giraffes, ostriches, rhinos, lions, leopard, and elephants.
- **Food & Shopping:** Savanna Watering Hole and inside African elephant exhibit.
- **Rising Waters Summer Camp:** Near the veterinary hospital.



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## AUSTRALIAN ADVENTURE

Australian Adventure is a fascinating 8-acre exhibit. Kangaroos and wallabies roam freely in Wallaby Walkabout. Kookaburra Station features a contact yard with Merino sheep, goats and other farm animals.

The Reinberger Homestead is fashioned after a traditional 19th century sheep station offering visitors a peek into Australian home life. Nearby, the 55-foot Yagga Tree contains small animal exhibits, a giant snake slide and educational displays.

## AUSTRALIAN ADVENTURE

Note: Australian Adventure is open April 1 through October 31 and weather permitting from November - March. Koalas and tree kangaroos reside in GumLeaf Hideout which is open all year. Look for the following exhibits and features in Australian Adventure: Ballarat Theatre, Boomerang Railway, singing dogs, camel rides, GumLeaf Hideout and Lorikeet Landing.

### AUSTRALIAN ADVENTURE



- **Location:** Across from GumLeaf Hideout.
- **Purpose:** Australian ranch providing a glimpse of 19th century life.
- **Family Restrooms:** Across from GumLeaf Hideout.
- **Restroom:** Next to Matilda's Grill and across from GumLeaf Hideout.
- **Drinking Fountains:** Near the restrooms by Matilda's Grill and by the restrooms across from GumLeaf Hideout.
- **Animals:** Home to koalas, kangaroos & kookaburras, lorikeets, and other Australian animals.
- **Food:** Matilda's Grill located between Reinberger Homestead and the contact yard.
- **Gift Shop:** Across from GumLeaf Hideout.

## AUSTRALIAN ADVENTURE

### CAMEL RIDES

- **Location:** Australian Adventure
- **Cost:** \$4.00 per ride (Riders must be at least 2 years of age. Less than 2 years old cannot ride). Photos can be purchased for \$6.00.
- **Time:** 10 a.m. to 4:30 p.m. daily\* - Memorial Day through Labor Day. **\*6:30 p.m. on weekends and holidays from Memorial Day through Labor Day.**

### BOOMERANG RAILWAY

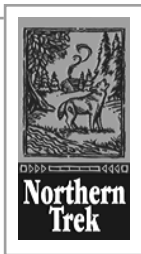
- **Location:** Australian Adventure
- **Cost:** \$2.00 per person.
- **Time:** 10 a.m. to 4:30 p.m. daily\* weather permitting, April 1 - Oct. 31. **\*6:30 p.m. on weekends and holidays from Memorial Day through Labor Day.**

### NECTAR SALES @ Lorikeet Landing

- **Location:** Australian Adventure.
- **Cost:** \$1.00 per cup.
- **Time:** 10 a.m. to 4:30 p.m. daily weather permitting, April 1 - Oct. 31. 6:30 p.m. on weekends and holidays from Memorial Day through Labor Day.

## NORTHERN TREK

Northern Trek is home to cold climate animals including one of the largest collections of bear species in North America. Also discover tigers, reindeer, Bactrian camels, harbor seals and sea lions.



Wolf Wilderness gives visitors a comprehensive look into the environment and wildlife of a northern temperate forest. Wolf Lodge anchors the exhibit and serves as an education and viewing center for Mexican gray wolves, beavers and a variety of wetland species. Look for the following exhibits and features in Northern Trek: North America black bears, and a polar bear.

### NORTHERN TREK



- **Location:** If entering at Welcome Plaza, continue to the right, go past African Savanna, and follow path and banners to Northern Trek. If entering at Northern Trek entrance, area flows both directions to exhibits.
- **Purpose:** Northern temperate wildlife.
- **Restrooms:** Behind Grin & Bear Eats. (Seasonal)
- **Information Booth:** Near ticket sales booth.

## NORTHERN TREK

- **Drinking Fountains:** In the aviary in the Wolf Lodge & near Grin & Bear Eats.
- **Animals:** Wolves, bears, tigers, deer, camels, seals, sea lions, and reindeer.
- **Food:** Grin & Bear Eats. (Seasonal) Wilderness Grill (under Fulton Bridge)
- **Shopping:** Gift kiosk located at the Northern Trek ticket entrance.
- **Stroller Rental:** Near the Northern Trek ticket entrance.

## SEA LIONS/FISH SALES

10 a.m. to 1 p.m. or until sold out.

- **Location:** Northern Trek – Sea Lions
- **Cost:** \$1.00



Primate, Cat  
& Aquatics

## PRIMATE, CAT & AQUATICS BUILDING

The Primate, Cat & Aquatics Building features one of the largest collections of primate species in North America, including gorillas and lemurs. (Some primate species are also on exhibit in other areas of the Zoo.)

## PRIMATE, CAT & AQUATICS BUILDING

Two male gorillas roam the outdoor gorilla exhibit during the warm weather months. Nearby, some of the Zoo's slowest moving animals, Aldabra tortoises, spend the summer in an outdoor exhibit area across from the Zoo's speediest animals, the cheetahs.

Also see rare snow leopards, lemurs, giant elephant shrews, and 32 different displays of salt and freshwater life including sharks, piranha, giant Pacific octopus and living coral.

### PRIMATE, CAT & AQUATICS



- **Location:** Top of Fulton Parkway and Wildlife Way inside Zoo grounds.
- **Purpose:** Houses large cats, primates and aquatic life.
- **Emergency Telephone:** Located outside main doors on the right hand side.
- **Restrooms:** Right side of Primate, Cat & Aquatics Building and by the Ranger Station.
- **Information Booth:** None.
- **Drinking Fountains:** By picnic area, in front of Primate, Cat & Aquatics Building.

## PRIMATE, CAT & AQUATICS BUILDING

- **Animals:** Primates, large cats, sharks and fish.
- **Food:** Tree Tops Café, located across from playground. (Seasonal)
- **Shopping:** Inside Primate, Cat & Aquatics Building. (Seasonal)



### THE RAINFOREST

The RainForest showcases more than 10,000 plants and over 600 animals from the jungles of Asia, Africa and the Americas. This unique 2 - acre, two-level exhibit is one of the largest of its kind in the country.

The RainForest's naturalistic settings include a 25 - foot waterfall, a research hut, the Discovery Center, a tropical rainstorm exhibit with thunder and lightning effects, a donation station and other interactive exhibits.

#### THE RAINFOREST



- **Location:** Near the Ticket Plaza, it is the building with a dome roof.

## THE RAINFOREST

- **Purpose:** Home to 600 animals and 10,000 plants from the jungles of Africa, Asia, and the Americas. The RainForest features state-of-the-art interactive exhibits and a tropical rainstorm.
- **Emergency Telephone:** Seek out a Guest Services associate to use their radio.
- **Restrooms:** One restroom next to the Amazon Café, one upstairs and one behind The RainForest building in the back parking lot.
- **Drinking Fountains:** By the restrooms, upstairs and downstairs.
- **Animals:** Tropical birds, lizards and other reptiles, insects, orangutans, otters.
- **Food & Shopping:** Amazon Café and Marketplace are open 10 a.m. to 5 p.m. daily & 7 p.m. on weekends and holidays from Memorial Day through Labor Day.



**Waterfowl  
Lake**

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## WATERFOWL LAKE

Waterfowl Lake is NOT your typical lake. Observe majestic birds of prey in large outdoor flight cages. During the summer months, keep an eye out for flamingos, gibbons, lemurs and more.



## WATERFOWL LAKE

Relax by the lake at Wade Hall, one of the oldest Zoo buildings in North America. Wander through the Public Greenhouse to enjoy hundreds of tropical plant displays that change with the seasons.

And, just a short flutter from Waterfowl Lake, you'll find Free Flight Falls. This lovely year-round outdoor exhibit offers secluded viewing of birds and butterflies with a beautiful waterfall backdrop. Look for the following exhibits and features in Waterfowl Lake: Birds of prey, and the Public Greenhouse.

### WATERFOWL LAKE, WADE HALL & GREENHOUSE



- **Location:** Walk through Welcome Plaza up the small incline toward the Birds of Prey Exhibit, and turn right. The lake is right behind Wade Hall. The Greenhouse is directly across from Wade Hall.
- **Purpose:** Home to flamingos, birds, ducks and geese.
- **Restrooms:** Across from the Greenhouse.
- **Drinking Fountains:** In front of Wild Wings Tent.
- **Animals:** Flamingos, and a variety of birds.
- **Food:** Ben and Jerry's Ice Cream located inside Wade Hall. (Seasonal)

## GROUP SALES

### Meetings, Parties, Plan Your Event

Give Stacy DeChant (635-3389) or Anne Madigan (635-3306) a call when making party plans or if a guest asks you about hosting an event at the Zoo. For an out-of-the-ordinary experience at Cleveland Metroparks Zoo and The RainForest, guests will be thrilled to learn our facilities are suited for all occasions. Personalized assistance and hospitality will ensure that your special event will be a memorable one. **ARAMARK** offers a variety of menu options and customized **catering** service is available. Mary DeLuca is the **ARAMARK** catering manager and expert at planning the perfect meal for guests of all ages and party budgets.

Guest can book a two-hour birthday party year-round on Saturdays and Sundays; which includes Zoo admission, food, and a private educational animal encounter for 20 of their family and friends. To reserve birthday parties contact Evan Zuzik at (635-3303) or via e-mail at emz@clevelandmetroparks.com. During the summer months, the Group Sales intern at is available at 635-3304 to assist with picnics, etc.

## GROUP SALES

### Meetings, Parties, Plan Your Event

#### Facility Rentals

Stacy and Anne can provide an extensive list of Zoo indoor and outdoor facilities available for rental for daytime events such as picnics, meetings, luncheons and breakfasts, and evening events such as corporate gatherings, weddings, formals, proms, and bar/bat mitzvahs. Birthday party packages are the latest way to celebrate here at the zoo and offer a personalized themed experience for all ages.

#### PICNIC RENTAL FACILITIES

- **Palava Hut Pavilion:** Through Welcome Plaza, turn right.
- **Tucker Court Pavilion:** Located in Australian Adventure.
- **Wild Wings Tent:** By Wade Hall and the birds of prey exhibit.
- **Waterfowl Lake Tent:** Behind Waterfowl Lake.
- **Primate Picnic Canopy:** Across from the playground near the Primate, Cat & Aquatics Building.

# GENERAL INFORMATION

## ZOO & RAINFOREST HOURS

Cleveland Metroparks Zoo & The RainForest are open all year except January 1 and December 25. Buildings open at 10 a.m. and close 15 minutes prior to Zoo closing.

### Hours:

- Daily from 10 a.m. to 5 p.m.
- The main gate opens at 9:30 a.m.
- The Zoo Box Office closes at 4 p.m.
- Memorial Day weekend through Labor Day hours - Saturdays, Sundays and holidays, the Zoo remains open until 7 p.m. and Zoo Box Office closes at 6 p.m.

For weekly exhibit updates, please see our [online Virtual Tour](http://www.clemetzoo.com) @ [www.clemetzoo.com](http://www.clemetzoo.com)

## ZOO & RAINFOREST ADMISSION

### Tickets & Fees:

	Nov 1, 2011 - April 1, 2012	Apr 2, 2012 - Oct 31, 2012
<b>Adults</b> (12 & older)	\$8.25	\$12.25
<b>Children</b> (2-11)	\$5.25	\$8.25
<b>Children under 2</b>	FREE	FREE

## GENERAL INFORMATION

On Mondays, the Zoo (not including The RainForest) is FREE for residents of Cuyahoga County and Hinckley Township. New this year – No more “free Tuesdays” following a Monday holiday. If guests qualify for free Zoo-only admission on Mondays, tickets for The RainForest may be purchased at the following rates: Adults (12 and older) are \$5.00, Children (2-11) are \$3.00, and children under 2 are free. To confirm residency, photo ID or current utility bill with name & current Cuyahoga County address and photo ID are required.

The following discounted admission is also available:

Cleveland Zoological Society members receive discounted admission to the Zoo and The RainForest during regular Zoo hours.

Members of reciprocal zoos receive discounted admission to the Zoo and The RainForest for the two adults who are listed on the membership card and up to two children (if a Family Membership). Restrictions may apply.



## GENERAL INFORMATION

### **ZOO INTRODUCES QUARTERS FOR CONSERVATION**

*Program will help direct funds to worldwide conservation efforts*

Cleveland Metroparks Zoo supports many important conservation projects around the world, from North America and the Caribbean to Africa and Asia. This year, guests can take a direct role in those efforts by helping the Zoo decide where its conservation funds should go with "Quarters for Conservation."

Beginning April 1 winter rates end and regular rates return and with each admission sold visitors will receive a token representing a "Quarter for Conservation." Guests then use their token at a kiosk display to "vote" for one of three ongoing Zoo field projects including:

"Gorilla Conservation: Supporting People – Protecting Wildlife" in the Nouabale-Ndoki National Park, Republic of Congo, Africa. In conjunction with the Wildlife Conservation Society, this project helps train Congolese researchers and wildlife officers working on gorilla field research and habitat protection in northern Congo and funds conservation education in local schools around the national park.

"Black Rhino Conservation: Saving an Endangered Species" in the Moremi Game Reserve, Botswana, Africa. Funding

## GENERAL INFORMATION

for this project with the International Rhino Foundation will help relocate rhinos from South Africa to protected areas in Botswana, monitor rhinos after their release using radio-telemetry and help employ local community members as rhino monitors and scouts.

“Conserving Species and Habitats in Our Own Back Yard” in Cleveland Metroparks around Northeast Ohio. Funding for this project, with the park district, supports surveys of Big Creek and surrounding tributaries to locate populations of Bigmouth shiner, a threatened native fish species, monitors local bat populations and allows for the continuation of regional conservation projects enhance and restore important habitats in the area.

Look for collection receptacles at the Zoo Main Gate and Northern Trek entrances.

### **IMPORTANT ADMISSION INFORMATION:**

- Credit cards: Visa, MasterCard and Discover are accepted at the Box Office, as well as cash or check. The Zoo’s main gift shop in the Welcome Plaza and The Marketplace in The RainForest accept Visa, MasterCard, American Express, and Discover card, traveler’s checks or cash (no personal checks). All

## GENERAL INFORMATION

gift store locations and kiosks accept these four credit cards, traveler's checks and cash. Food vendors only accept cash. The main food court and Amazon Café accept credit cards.

- There are two ATMs available:
  - at the Ticket Plaza
  - at the Roaring Lion Café

Group and school discounts are available and must be arranged in advance by calling Education at (216) 635-3391.

**The Zoo is now SMOKE FREE** – Employees and volunteers who must smoke will be permitted to do so on their breaks and lunches **only** AND in one of the two designated smoking locations; Behind Matilda's Grill or the Operations Trailer. Remember you must be out of the view of the public. **Guests are not permitted to smoke inside the Zoo, only in the parking lot.**

## ENVIRONMENTAL ISSUES

Cleveland Metroparks Zoo does not provide straws or drink lids to keep in line with our mission to maintain a healthy, natural environment for our animals and guests.



# GENERAL INFORMATION

## SAFETY ISSUES

It is our responsibility to ensure that guests do not feed (unless it is a designated feeding opportunity monitored by zoo staff) or tease the animals. Please ensure that guests keep our waterways clean and safe for the animals and for everyone to enjoy. If you see guests throwing objects including coins in the water, or see guests not honoring our animals or park, promptly report this conduct to your immediate supervisor. Smoking is not permitted in the Zoo to ensure the health of our animals and guests and to reduce litter within the park.

## AMENITIES

- Zoo trams and wheelchair accessible trams run daily. **This FREE service is subject to change.**
- FREE PARKING.
- FREE MONDAY ZOO ADMISSION FOR CUYAHOGA COUNTY AND HINCKLEY TOWNSHIP RESIDENTS (**with proof of residency**).
- A playground is located near the Primate Cat & Aquatics Building and Savanna Ridge.

Coolers and picnic baskets are allowed on Zoo grounds. Skateboards, roller skates, Heelys, Segways, bicycles, pets and grills are prohibited.

## GENERAL INFORMATION

### GIFT SHOPS

The gift shops in the Zoo's Welcome Plaza and The RainForest are open year-round. Additional gift shops in African elephant crossing, Australian Adventure and the Primate Cat & Aquatics Building are open seasonally (No Wolf Wilderness store.) For that hard to find plush animal, T-shirt or toy, shop online at [www.cmzoo.enssc.com](http://www.cmzoo.enssc.com) or for phone orders call (216) 661-7603.

### RENTALS

#### Wheelchairs and strollers:

All areas of Cleveland Metroparks Zoo and The RainForest are wheelchair accessible. The Main Zoo gift shop in the Welcome Plaza has the following items available for rent:

<b>Single stroller</b>	<b>\$7</b> , plus photo ID
<b>Double stroller</b>	<b>\$10</b> , plus photo ID
<b>*Electric wheelchair</b> <i>weather-permitting</i>	<b>\$25</b> , plus a \$25 deposit plus Photo ID required)
<b>*Push wheelchair</b> <i>(not an adult stroller)</i>	<b>\$8</b> , plus \$20 deposit, plus photo ID

\*Wheelchairs must be reserved in advance. To reserve a wheelchair, call the Zoo gift shop at (216) 661-7603.

# RECYCLING AND RESOURCE MANAGEMENT

Cleveland Metroparks Zoo has an extensive recycling program including these materials:

- **Aluminum Cans**
- **Rechargeable Batteries**
- **Cardboard**
- **Cell Phones**
- **Computers & Electronic Media**
- **Fluorescent Lamps**
- **Glass**
- **Hazardous Waste**
- **Metals**
- **Pallets**
- **Paper**
- **Plastics**
- **Printer Cartridges**
- **Tires**



Several recycling programs are open to the public year-round. These include:

# RECYCLING AND RESOURCE MANAGEMENT

## ALUMINUM CAN RECYCLING



When we throw things 'away,' they go to a landfill.

By doing this, we make a negative impact on the environment because we lose the natural resources that were used to manufacture those materials.

Most of these natural resources cannot be replaced – for example, the rocks from which metals are mined. So if we keep on using and throwing 'away' resources in this way, eventually they will run out. Aluminum is the most valuable material in the trash stream.

Recyclable materials have to be separated out from the rest of the trash and sent to reprocessors, companies who turn the materials back into usable products.

- Aluminum never wears out, it can be recycled forever.
- Recycling one aluminum can saves enough energy to run a television for three hours.
- Aluminum cans are the most recycled beverage container in the world. An awesome 105,784 cans are recycled every minute nationwide.

The Zoo collects and recycles aluminum cans (beverage

## RECYCLING AND RESOURCE MANAGEMENT

type containers) through its Cans For Conservation program. In addition to the recycle bins around the park, several times a year, the Zoo has special collections to raise money from recycling those cans to be used for animal and habitat restoration projects locally and globally, such as the Eastern plains garter snake, Panamanian golden frog, Turtle Survival Alliance, Polar Bear International, Snow Leopard Trust, Friends of Big Creek, Kinabatangan Orangutan Project, Cheetah Conservation – Kenya, Mbeli Bai Gorilla Project, Western Cuyahoga Audubon Society, and International Rhino Foundation.

### PAPER RECYCLING

Here's how everyone can get in on the act: Look for a green and yellow Paper Retriever® bin, conveniently located at the rear of the Zoo's main entrance parking lot, and toss in piles of unwanted paper. Almost any type of paper can be deposited: office paper, school paper, newspaper, construction paper, magazines, catalogs, junk mail, notebooks, soft-cover books, writing tablets, shredded paper (contained in plastic bags). The paper will be 100% recycled and made into newsprint. The Paper Retriever® program **pays Cleveland Metroparks Zoo for every ton of paper collected.**

## RECYCLING AND RESOURCE MANAGEMENT

So just follow the signs from the Zoo entrance to the colorful green/yellow Paper Retriever® Bin and make a waste-paper contribution. **It costs nothing, but the reward to the Zoo and the environment is priceless.**

Please **do not** deposit phone books, cardboard, plastics, glass, metals, or trash in the Abitibi bin.

### PHONE BOOK RECYCLING

**Recycle your old phone books by taking part in the Cuyahoga County Solid Waste District's Annual Phone Book Recycling Campaign, June 1 through September 30.**

Individuals and businesses can recycle outdated phone books at the following 12 Cleveland Metroparks locations, **including the Zoo:**

Bedford Reservation:	Shawnee Hills Golf Course, 18753 Egbert Road, Bedford
Big Creek Reservation	Snow Road Picnic Area, Big Creek Parkway, Parma Heights

## RECYCLING AND RESOURCE MANAGEMENT

Brecksville Reservation	Sleepy Hollow Golf Course, 9445 Brecksville Road, Brecksville
Cleveland Metroparks Zoo	<b>Hippo Parking Lot, 3900 Wildlife Way, Cleveland</b>
Euclid Creek Reservation	Welsh Woods North Parking Lot, Euclid Creek Parkway, South Euclid
Garfield Park Reservation	Garfield Park Nature Center, Mill Creek Lane, Garfield Heights
Huntington Reservation	Overflow Parking Lot, Lake Road, Bay Village
Mill Stream Run Reservation	Bonnie Park Picnic Area, Valley Parkway, Strongsville
North Chagrin Reservation	Parking lot south of park entrance, SOM Center Road, Mayfield Village
Ohio & Erie Canal Reservation	CanalWay Nature Center, Whittlesey Way, Cuyahoga Heights
Rocky River Reservation	Grist Mill Parking Lot, Cedar Point Road, North Olmsted

## RECYCLING AND RESOURCE MANAGEMENT

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South Chagrin Reservation	The Shelterhouse Picnic Area, Hawthorn Parkway, Bentleyville
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- Phone Books can be dropped off seven days a week during regular park hours, during June, July, August, and September ONLY.
- Phone Books only in the green trailer located in the parking lots near the Paper Recycling Dumpsters.
- Phone Books must be removed from the plastic bags.

Phone books collected will be recycled into various recycled paper products. This campaign is sponsored by the Cuyahoga County Solid Waste District in cooperation with Cleveland Metroparks, The Plain Dealer, and AT&T.

### Did you know...?

- Every day Americans buy 62 million newspapers and throw out 44 million of them?
- Each year Abitibi recycles enough paper to make a boxcar train 7,500 miles long?
- One ton of recycled paper used to make newsprint saves:
  - 390 gallons of oil
  - 4100 kw hours of electricity
  - 7000 gallons of water
  - 3.3 cubic yards of landfill space



## RECYCLING AND RESOURCE MANAGEMENT

### **CELL PHONE RECYCLING Answer the Call of the Wild!**

Wait! Stop! Don't throw that old cell phone away. Bring any type of cell phone and cell phone accessories (including rechargeable batteries) to Cleveland Metroparks Zoo. A recycling box for cell phones is located inside the Zoo's Exhibit Hall to the left as you enter the main plaza.

There are plenty of reasons to recycle your old cell phone. Cell phones contain a number of hazardous substances including lead, cadmium and arsenic. If not recycled, these substances may cause serious threats to environmental and human health. And, cell phone recycling is an easy way to support Cleveland Metroparks Zoo.

**Cleveland Metroparks Zoo partners with several cell phone recyclers: Envirocellular, and CPC, LLC. The recyclers** sell usable phones to companies that refurbish and reuse them. Unusable phones are disassembled and safely recycled by a North American EPA-certified recycler. The funds generated by this program will support Zoo recycling projects.

**Important Note:** It is the responsibility of the donating party to cancel or switch service on the phone and to delete any data such as phone numbers, text messages, pictures, e-mails, documents, etc. that might be on the cell phone.

## RECYCLING AND RESOURCE MANAGEMENT



### **INKJET/TONER PRINTER CARTRIDGE RECYCLING**

The Zoo collects name-brand (i.e. HP, Lexmark, Dell, Canon, etc.) inkjet and toner printer cartridges to be reconditioned, reused or recycled.

For every ink jet and toner cartridge that can be recycled, the Zoo gets a small donation with proceeds going to future recycling initiatives. The drop off location is in the Zoo's Exhibit Hall just inside the main entrance.

### **ZOOPOO COMPOST**

**What do we do with all the poo?** Recycle it and sell it, of course! As part of a comprehensive on-grounds conservation program in cooperation with area composters, the Zoo processes approximately 3,000 cubic yards of manure, hay, straw, wood shavings, woodchips, herbaceous material and leaves. At our windrow composting facility, we produce mounds of the richest, sweet smelling, and most exotic soil amendment in Northeast Ohio. Zoo horticulturists use the compost to prepare spectacular gardens throughout the Zoo's 183 acres.

Every spring and fall, the community has the opportunity to purchase a bulk scoop or smaller quantities of the rich

## RECYCLING AND RESOURCE MANAGEMENT

'camel, elephant, giraffe, kangaroo, reindeer, rhino, and zebra' compost known as ZooPoo Compost. For just \$40 a cubic yard (non tax-deductible) -- \$55 for two yards -- the compost is loaded into your pickup truck. You may purchase smaller quantities if you bring your own container (we'll supply the shovels) -- fill a 32-gallon garbage can for \$15 or a 5-gallon bucket for \$5.

All sales must be prepaid and can be ordered through the Cleveland Zoological Society website or call (216) 661-6500 to order in April for a May pick-up or order in September for an October pick-up. This is a 'poo'-pular program! In previous years all sales have completely sold out, so buy early.

**RECYCLING CONTACT:** If you have a large number of cell phones or printer cartridges or have questions about the Zoo's compost program, please contact the Zoo's Recycling Coordinator, Nancy Hughes, at (216) 661-6500, Ext. 4508.



## HOT SPOTS

### **AFRICAN ELEPHANT PLAY MAZE**

Presented by PNC Foundation, this interesting elephant themed maze will introduce the wonder and majesty of the world's largest land mammal to preschool audiences and encourage family activities. The location for this seasonal activity based experience is next to the leopard exhibit in the open grassy area.

### **CAMP BALLARAT ANIMAL SHOW**

"Camp Ballarat" is the environmentally-themed animal show at the Ballarat Theater in the Zoo's Australian Adventure area. Meet a variety of Australian animals up-close, including a giant kingfisher, brown rabbits, Merino sheep and Foster, the wallaby. Learn the importance of acting responsibly towards these animals in their natural habitats.

- **Location: Ballarat Theatre in Australian Adventure**
- **Times: Daily @ 11 a.m., 1 p.m., 3 p.m.**

## HOT SPOTS

### **PROFESSOR WYLDE'S ANIMAL SHOW**

Professor Wylde's Animal Show at the Zoo's Savanna Theater engages Zoo visitors with a character-based theme that is both educational and entertaining.

This summer, the professor is Wylde about Africa. The cast continues to celebrate the Zoo's new African Elephant Crossing exhibit. Professor Wylde's assistant has traveled to Africa and invited the professor to come and visit. Along the way the professor sees and learns about African wildlife and the delicate balance that exists between people and animals in Africa.

From Saturday, May 26, through Monday, September 3, the show is performed daily at 11:30 a.m., 1:30 p.m. and 3:30 p.m. at the Savanna Theater. It is free with regular Zoo admission. After September 3, the show runs weekends only through the end of September.



## GARDENS AT CLEVELAND METROPARKS ZOO

The Zoo is a botanical garden demonstrating the relationship between plants and humans. Our grounds are covered with an array of beautiful foliage year-round, from our specialty gardens in summer to our greenhouses and RainForest exhibits in winter. Many of the trees and landscape designs make for an interesting and informative visit no matter what time of year.

### **HUMMINGBIRD/BUTTERFLY GARDEN**

(near the Zoo's Welcome Plaza)

### **DWARF CONIFER GARDEN**

(in the Welcome Plaza)

### **ENDANGERED PLANTS OF THE MIDWEST**

(in the African Savanna)

### **ORNAMENTAL GRASS GARDEN**

(in the African Savanna)

### **ALPINE ROCK GARDEN**

(In Northern Trek)

## GARDENS AT CLEVELAND METROPARKS ZOO



### **GORILLA BROWSE GARDEN**

(near Primate Cat & Aquatics Building)

### **ANIMAL PLANT GARDEN**

(near Wade Hall)

### **The Medicine Trail in The RainForest - plants and their uses**

About 25% of our medicines contain active ingredients derived from rainforest plants, including medicines that treat cancer, heart disease and high blood pressure. For example, rosy periwinkle produces a substance used to combat childhood leukemia.

**Rainforests of the World** Rainforests are major sources for rubber, resins, waxes, essential oils, gums, latex, steroids, bamboo, pesticides, lubricants, nuts and fruits. Spices such as cinnamon, cloves, peppercorns, nutmeg, allspice and vanilla are also derived from rainforest plants.

# GREAT DEALS - COUPONS AND DISCOUNTS

## The Cleveland Plus Pass Multi-Attraction Card



Cleveland has a card that'll make your trip to the Great Lakes city even more affordable. A single Cleveland Plus Pass gives you access to nine major

attractions and other valuable traveler discounts in the region. Get your Cleveland Plus Pass TODAY!

Good Any Day tickets:

- AAA (must purchase at participating AAA office): Phone (216) 606-6225 or (800) 711-5370. \$10 adult, \$7 junior. Valid through 2012.
- Cleveland Metroparks online \$10.50 adult and \$7.50 junior. Delivered in two weeks or less. Shipping charged.
- Acme Fresh Market cardholders. Visit your local Acme store for details. \$10 adult and \$7 junior must be purchased at Acme store when you show your card. Valid through 2012.
- Discount Drug Mart. \$10 adult and \$7 junior. Available at select locations. Visit your local Discount Drug Mart store for details. Valid through 2012.



## GREAT DEALS - COUPONS AND DISCOUNTS

Many companies offer Good Any Day tickets through their Human Resources department for \$10 adult and \$7 junior. Tickets must be purchased through your HR Dept. Call (216) 635-3303 for more information.

**Present this coupon at the Cleveland  
Metroparks Zoo Main Gift Store and  
receive 20% off one item !**



You must present this coupon and your zoo I.D. at the time of purchase. Coupon cannot be used in conjunction with any other discounts or offers. Valid May 1 - August 31, 2012.





2012



Everything you ever wanted to know about  
**Cleveland Metroparks Zoo**

3900 Wildlife Way  
Cleveland, Ohio 44109  
216-661-6500  
[www.clemetzoo.com](http://www.clemetzoo.com)