



4418 REFORESTATION ROAD
GREEN BAY, WISCONSIN 54313

NATHANIEL WAGNER

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ADVENTURE PARK SUPERVISOR

Adventure Park Group Reservation/Cancelation/Payment Policy

Payment:

- If the group has additional people outside of the group rate that was previously invoiced then they will need to pay the standard admissions rates at the Adventure Park Base Camp point of sale.
- The group contact will be sent the invoice via email from the Adventure Park Supervisor. Payment should be made by cash, check (WI checks only) or card to the NEW Zoo & Adventure Park, attn.: Nathaniel Wagner. Group can call Nathaniel at (920) 662-2148 to make payment with credit card with no processing fee.
- Payment may be made through our online "Point and Pay" system. Follow the link below.
 - <https://client.pointandpay.net/web/BrownCountyNEWZooAdventureParkWI>
 - A small processing fee will be administered.

Reservation Policies:

- Group Program Reservations need to be made at least three weeks in advance.
- The group will be invoiced at the time of reservation.
- A deposit of 20% of the payment is required at time of reservation in order to hold the date.
- 100% of the payment is required at least two weeks prior to the program in order to hold the reservation.
- If we do not receive the payment at least two weeks prior to the event you will be notified that the date and time will not be reserved. The deposit will be forfeited.
- If a group changes program specifics such as group size that will require a refund after the original payment has already been received, the group will be refunded the applicable amount minus a 20% administration fee up to \$50.00.
- This policy is in reference to the Adventure Park Reservations ONLY. This policy does not apply to the Zoo or Park facility rentals. All Reforestation Camp facility rentals are booked through Brown County Park Dept. Check with the Brown County Parks for availability.

Cancelation Policies:

- If a group cancels a reservation before two weeks prior to the program they are refunded the full amount minus 20% administration fee.
- If group cancels less than two weeks prior to the program the payment is non-refundable.
- If the program is canceled due to weather the program may be rescheduled for a different available date. If group cannot reschedule then down payment is refundable other than 20% processing fee.
- A program cancellation due to inclement weather is determined by Adventure Park Supervisor. Conditions that would permit course closure are as follows:
 - High Winds: 25-30mph+
 - Lighting and Thunderstorms in area.
 - Heavy rain, sleet or snow that would create unsafe course conditions.
 - Green Bay City Schools are cancelled due to severe weather or in the event of a severe weather warning in Brown County.
- If your program is cancelled by the Adventure Park Supervisor, you will be informed by telephone as soon as possible and you will have the option to reschedule your program or receive a partial refund.
- Programs WILL OCCUR during rain and snow if no severe weather warnings are present.

Rules and Guidelines:

- Wear closed-toed and closed-heeled shoes only.
- Long hair must be tied back, loose clothing, jewelry and other personal items must be secured.
- Participants should wear proper attire and be prepared for the weather/environmental elements and to be active. We recommend that participants dress as if they were going to go on a hike or attend Phy. Ed. class. Layers are recommended in event changing air or body temps. Remember the harness has leg straps and shoulder straps so wear clothes that provide coverage in those areas to prevent harness to skin chaffing.
- Participant must be able to complete the Ground School requirements.
- Leave valuables and personal items, including items in pockets, in your vehicle. Lockers are available in bathroom, bring your own lock.
- Supervise all minors at all times.
- Everyone must understand and accept the risks involved. **A Waiver must be signed by ALL participants and their legal parent or guardians.** If the participant is with a chaperone the waiver must be signed by parents or legal and the chaperone at the time. The chaperone signature only does not qualify.
 - <http://newzoo.org/wp-content/uploads/2014/05/Adventure-Park-Waiver.pdf>
- No major pre-existing medical conditions. Head, neck, back, knee, ankles, hips or shoulder issues may be problematic. If you are pregnant, have serious heart conditions, you cannot participate.

Zip line:

- Must be 70 to 275 pounds.
- Must be at least 6 years old.
- Kids 6-10 must be accompanied by an adult or competent person.

Ropes Course and Quick Jump:

- Must be at least 6 years old.
- Adult/competent persons' assistance is required for kids 6 to 10 years old.
- Must be able to pass "Ground School" and demonstrate the ability to transfer the "SmartSnap".
- Minimum height of 48" and/or minimum reach of 65" is required, or must be accompanied by an adult/competent person to assist with transfers.
- Closed-toed shoes.

Climbing Tower:

- Must be at least 6 years old.
- Closed-toed shoes are required.
- Adult/competent persons' assistance is required for kids 6 to 10 years old.

What to Expect:

- If you have pre-paid through the invoice process you may report directly to the Adventure Park, you do not have to go to the NEW Zoo Visitors Center. Adventure Park is located south of the NEW Zoo in the Reforestation Camp Park. We recommend parking in the Upper Lot. Adventure Park and Reforestation Camp facilities are listed in the attached links.
 - http://www.co.brown.wi.us/departments/page_05a094096c4b/?department=260ed145263d&subdepartment=dadc284c6c54
 - http://www.co.brown.wi.us/departments/page_acd5d8963047/?department=260ed145263d&subdepartment=dadc284c6c54
- The full Adventure Park takes about 2-2.5 hours for each person to complete. Through put times for large groups' is highly dependent on the size of the group and start time structure. Your start times will be customized based on your groups' size and arrival/departure times.