

NEW ZOO & ADVENTURE PARK

Brown County



4418 REFORESTATION ROAD
GREEN BAY, WISCONSIN 54313

PHONE (920) 662-2148 FAX (920) 662-2140
E-MAIL NATHANIEL.WAGNER@BROWNCOUNTYWI.GOV

NATHANIEL WAGNER

ADVENTURE PARK SUPERVISOR

Adventure Park Group Reservation/Cancelation/Payment Policy

Payment:

- 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. Groups can call Nathaniel at (920) 662-2148 to make payment by credit card with no processing fee.
- 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.

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 the time of reservation to hold the date.
- 100% of the payment is required at least **two weeks** prior to the program 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 Brown County Parks for availability.

Cancelation Policies:

- If a group cancels a reservation **two weeks** prior to the program, they are refunded the full amount minus 20% administration fee.
- If a 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 a group cannot reschedule then the 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 creating unsafe course conditions.
 - Events 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.

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Rules and Guidelines:

- **ALL PARTICIPANTS must wear closed-toed and closed-heeled shoes.**
- 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 events of 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.
- Leave valuables and personal items, including items in pockets, in your vehicle. Lockers are available for rent for \$1.00. The Adventure Park is not responsible for any lost or stolen items.
- 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. Group leaders will receive a link for the digital waiver to share with group members prior to arrival.
- No major pre-existing medical conditions. Head, neck, back, knee, ankles, hips, or shoulder issues may be problematic. If you are intoxicated, pregnant, or have serious heart condition, you cannot participate.

Zip line:

- Must be 60-260 pounds
- Must be at least 6 years old
- No major pre-existing medical conditions, intoxication, or pregnancy
- Kids 6-10 must be accompanied by an adult or competent person.

Ropes Course:

- Must be at least 6 years old
- Adult/competent persons' assistance required for kids 6 to 10 years
- Must be able to pass "Ground School" and demonstrate the ability to transfer the "SmartSnap"
- Minimum height of 48" and/or minimum reach of 70" is required, or must be accompanied by an adult/competent person to assist with transfers
- Closed-toed and closed-heeled shoes. **NO CROCS or SANDALS**
- No major pre-existing medical conditions, intoxication, or pregnancy

Climbing Tower:

- Must be at least 6 years old
- Closed-toed and closed-heeled shoes. **NO CROCS or SANDALS**
- No major pre-existing medical conditions, intoxication, or pregnancy
- Adult/competent person's assistance is required for kids 6 to 10 years old

Kids Kourse:

- Must be at least 3 years old
- Closed-toed and closed-heeled shoes. **NO CROCS or SANDALS**

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- No major pre-existing medical conditions
- Adult/competent person's assistance is required

Neil Anderson Canopy Tour:

- No Age Limits
- Large groups will be divided into groups of 5 or less
- An adult must accompany each group
- Single pass on the one-way experience
- Does not include zoo admission

What to Expect:

- If you have pre-paid through the invoice process you may report directly to the Adventure Park. Adventure Park is located south of the NEW Zoo in the Reforestation Camp Park. We recommend parking in the Upper Lot.
- 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.