Terms & Conditions

For Onsite Programs: You acknowledge the nature of a zoo/aquarium environment may entail certain risks of injury to the participants or damage to their belongings. You agree to accept these risks for yourself and your party, and you participate in the program at your own risk. Neither WCS, its trustees, officers, agents and employees, nor the City of New York, will be responsible for any participant injury, loss or property damage.

Know Before You Go

The rules for our park guests apply to all education guests. Please visit the Queens Zoo Know Before You Go page for the most up to date information on what you can expect on your date of visit.

Payment Policy

Payment in full is due at least 5 weeks prior to your program date. If you book less than 3 weeks in advance of your program date, payment/proof of payment will be due immediately. Payment may be made by credit card, check, or Purchase Order.

Billing Address:
Wildlife Conservation Society
Attn: Education Department
2300 Southern Blvd.
Bronx, NY 10460

Cancellations & Rescheduling

Programs are held rain or shine unless trips are canceled by school officials or a park closure is in effect. Encourage your students to dress appropriately for outdoor activities. Due to a very full schedule, programs will not be extended beyond the scheduled end time for late-arriving groups. Instructors can only accommodate groups arriving up to 20 minutes late, and will cover as much material as possible or provide an alternate activity. After 20 minutes, late-arriving programs will be replaced with an alternate activity or may be canceled. No refunds or reschedules will be provided.

Cancellations must be confirmed in writing to qzeducation@wcs.org. There will be no refunds for cancellations made within 3 weeks of the scheduled program.

Requests for reschedule made less than 4 weeks are considered a cancellation will be subject to the cancellation policy listed above. A substitute program may be provided at the discretion of WCS Education if we are unable to accommodate your original request. There will be no price adjustments made for alternate programs offered. A $50 service charge will apply for each change made to the original reservation.

Title 1 Grant Funded Programs: Due to high demand, Title 1 funded programs cannot be rescheduled and must take place no later than February 26 of this school year. If, due to unforeseen circumstances, your superintendent requires you to reschedule your program, be prepared to submit a letter from your administration explaining the situation. WCS Education cannot guarantee a rescheduled date. If there are unforeseen situations in which the WCS Education needs to cancel your program(s), we will reschedule with no penalties. If you do not show up without notification in advance, you will no longer be eligible to participate in future grant funded programs.

We reserve the right, at our discretion, to change, modify, add, or remove portions of these Terms & Agreement at any time by posting the amended Terms & Agreement.