



TRAVEL EDVENTURES | TRAVELER EXPECTATIONS

While traveling with the Minnesota Zoo, every traveler must adhere to the following expectations:

1. I/my family/my teen will respect **ALL** people (including, but not limited to other travelers, guides, other tourists, locals, and service staff) at **ALL** times, including differing opinions, beliefs, and viewpoints.
 - a. Note: Zoo employees will not discuss their political views, and we encourage travelers to do the same. However, discussions on policies that effect animals, nature, or related may be part of the EdVenture.
2. I/my family/my teen will respect the diversity of **ALL** people (including, but not limited to other travelers, guides, other tourists, locals, and service staff) and act in a manner that is inclusive and equitable.
3. I/my family/my teen will be sensitive to the local culture at **ALL** times (including, but not limited to not taking offensive pictures, learning basic cultural mannerisms and etiquette, respecting the local dress, learning some basics of the language, not staring, and not making insensitive comments).
4. I/my family/my teen will follow **ALL** rules and guidelines shared by the Tour Operator and the Zoo Travel Host.
5. I/my family/my teen will participate in **ALL** scheduled events, meals, and excursions.
6. I/my family/my teen understand(s) that circumstances may arise when continuing with the group may not be possible (including but not limited to illness or injury; theft or loss of a passport; bad behavior such as drinking too much, treating others rudely, regularly keeping the rest of the group waiting, or threatening the enjoyment of the entire group; suicidal thoughts or actions; homesickness, anxiety, depression, or other mental health reasons; and illegal activity such as being caught with drugs or a weapon). In some incidences, the Tour Operator and Zoo Travel Host may make this determination without consultation with the traveler.
 - a. For **Adult Travel EdVentures**:
 - i. I understand that in the event I cannot immediately continue with the group AND good judgment warrants that I should not be left alone, the Zoo Travel Host will remain with me (the Tour Operator, except in very unusual circumstances, always proceeds with the group) until one of the below. If allowed, I may be able rejoin the group at a later time.
 1. I am under professional care,
 2. My travel companion is able to stay with me,
 3. The Tour Operator provides someone to stay with me,
 4. An emergency contact is able to travel to the destination to stay with me, or
 5. Another Zoo employee is able to travel to the destination to stay with me
 - a. This is only used as a last resort.
 - ii. I understand that in the event I cannot continue with the group AND good judgment warrants that I can be left alone, the Zoo Travel Host will continue with the group but remain in regular contact with me until I am able to rejoin the group or safely return home.
 - iii. I understand that I am responsible for any costs associated with returning home or rejoining the group.

b. For **Family & Multi-Generational Travel EdVentures**:

- i. I understand that in the event one or more of my **children** cannot immediately continue with the group, at least one parent or guardian must stay with them until they are able to rejoin the group or safely return home.
 1. If there is only one parent or guardian on the trip, all children must stay with the family.
 2. If there is more than one parent or guardian on the trip, the other(s) will decide if they want to continue on the trip or stay back together.
- ii. I understand that in the event one or more of the **parents/guardians** cannot immediately continue with the group, the plan for them to rejoin the group or safely return home is based on the number parents/guardians on the trip:
 1. If there is more than one parent/guardian on the trip, the other(s) will decide if they want to continue on the trip or stay back together.
 2. If there is only one parent/guardian on the trip, all children must stay with the family, and the Zoo Travel Host will remain with the family (the Tour Operator, except in very unusual circumstances, always proceeds with the group) until one of the below:
 - a. My family and I are under professional care.
 - b. The Tour Operator has someone who can stay with my family and me.
 - c. An emergency contact is able to travel to the destination to stay with my family and me.
 - d. Another Zoo employee is able to travel to the destination to stay with my family and me.
 - i. This is only used as a last resort.
- iii. I understand that we are responsible for any costs associated with returning home or rejoining the group.

c. For **Teen Travel EdVentures**:

- i. I understand that in the event I/my child cannot immediately continue with the group, one of the two Zoo Travel Hosts will remain with me/my child until I/my child can rejoin the group or safely return home with a guardian.
- ii. I understand that if I/my child cannot rejoin the group, a guardian **MUST** travel to the destination immediately to take them home and is responsible for any costs associated with this travel.

Failure to adhere to these expectations may result in dismissal from the EdVenture as detailed above.