

CALM FAQ

Health Safety at CALM

-How is the zoo protecting staff and guests during the COVID 19 pandemic?

Consistent with local regulations, our staff will be wearing facial coverings when 6-foot distancing is not possible. We ask that guests two years and over bring a facial covering for when social distancing is not possible during any part of their visit. Masks are required when directed by staff or signs. We have done our best to minimize touchpoints, but please be aware to minimize contact with high touch areas, wash or sanitize your hands frequently for at least 20 seconds, and avoid touching your face. CALM has also installed hand sanitizing stations throughout the zoo.

-Are masks required to visit the zoo?

Yes – for those two years and older.

-Are visitors required to practice social distancing?

Yes. Each family, or group is asked to keep a 6-foot distance apart from other groups.

-Are there hand sanitizer stations available for visitors?

Yes. There are hand sanitizing stations throughout the zoo.

-Will there be increased cleaning and sanitizing of the zoo grounds to protect visitors?

Yes. Our custodian will be constantly cleaning throughout the day.

Visiting the zoo

-What are CALM's hours of operation?

Wednesday-Sunday, from 9 a.m.-3 p.m.

-What method of payment does CALM accept?

Cash and credit cards

-Do you need reservations to visit CALM?

No you do not-just c' mon out!

Can I purchase tickets online?

Tickets are only available for purchase at CALM.

-Is there a maximum capacity of visitors allowed per day?

No. CALM is on 14 acres and plenty of room to spread out; however, we encourage guests to come during the weekday if possible, as weekends tend to have a higher number of visitors

-Are the public restrooms open?

Yes

-Are there water fountains or vending machines?

Drinking fountains will not be accessible during this time. We do have beverage vending machines – or you may bring your own non-alcoholic beverages. Since the Gift Store will be closed until we reach tier 2, we will not sell snacks or ice cream, so please bring a picnic lunch!

-Are there tables/patio areas for visitors to sit at that are safely distanced from other visitors?

Yes

-Will stroller and wheelchair rentals be available?

Strollers will not be available for rent, but wheelchairs will be available for those who need that service.

-Is your gift store open?

At this time, the Gift Store will be closed until Kern County reaches Tier 2 (red) and then will open at limited capacity per state guidelines.

-What attractions and exhibits are currently closed due to restrictions?

The Reptile House (re-opens at Tier 2 with modifications), Central California Children's Railroad (re-opens at Tier 3 with modifications), California Coast Room (re-opens at Tier 4 with modifications), and the playground will be closed and we hope to reopen those areas as soon as possible.

-Will there still be keeper chats and/or docents bringing out animals for visitors?

Not at this time. We hope to bring these wonderful zoo experiences back as soon as possible.

-Will veteran and military discounts still be honored at this time?

Absolutely – thank you for your service!

-With Holiday Lights in the parking lot, how will my parking be affected?

We have opened up the west side parking lot entrance to the zoo to accommodate parking during the preparation of our Holiday Lights event. Please follow signs for parking when you enter the main gate.

We appreciate your flexibility as we prepare for our 18th year of Holiday Lights!

Memberships

-Will an extension be offered on memberships that were unable to be used during closure?

Yes! We will honor the additional time lost between March 18-September 23. **We will still need to see your CALM Membership card and your photo ID!**

-Can I donate the unused remainder of my CALM membership and purchase a new one to start over with another full year of benefits?

Absolutely and we would appreciate your generosity!

-Can the guest passes I received with my higher level membership still be used at this time?

Yes

-Can I redeem a membership certificate that expired during closure and activate my membership?

Yes, if it expired between March 18-September 23, 2020.

-Will reciprocal admission from other zoos and museums still be honored at this time?

If you are a CALM member and are visiting another zoo, please call in advance before your visits.

Some of our reciprocal partners are accepting other memberships, some are not. They may require a reprint of your membership which we are happy to do!

-If purchasing a membership at the zoo, should I have an application printed out and completed before coming out to CALM in order to minimize contact?

That would be GREAT! You can download the application from our website calmzoo.org

Wildlife Rehabilitation

-Is CALM still accepting injured and orphaned wildlife from the community?

Our Wildlife Rehabilitation center is still accepting injured/orphaned wildlife on a case-by-case basis and when we have the capacity to offer them the best care possible. Please call before you bring any wildlife to CALM to ensure that we are able to take your case or connect you with another rehabilitation center that is best suited for your needs.

How can I help the zoo?

-Is CALM currently accepting volunteers?

At this time, we have not brought our volunteers or docents back onsite – hopefully, very soon!

-Can I make monetary donations to help offset the hardships caused by the COVID 19 pandemic?

Absolutely! Your support is needed now more than ever.

-Am I able to donate food or supplies to help care for the animals?

Yes! Our Wish List is on our website and has been posted on our Facebook page. An easy way to help with that is to purchase a gift card from Alberstons, Foodmaxx, PetSmart, Home Depot or Lowes.

-Can I still purchase animal adoptions to help support the zoo?

Yes!

