



## ACCESSIBILITY INFORMATION

Riverbanks Zoo & Garden is dedicated to creating a high-quality recreational experience for all our visitors.

### **Access**

All exhibits, restrooms, trams, restaurants and gift shops are wheelchair accessible; however, the upper portion of the Woodlands Walk nature trail is *not*.

Wheelchair-accessible restrooms and drinking fountain locations

- Botanical Garden Visitors Center
- Carousel Plaza
- Discovery Center
- Ndoki Plaza
- Palmetto Plaza (behind the bird stage)

### **Admission**

All Riverbanks guests are required to pay general admission fees or obtain a membership for entry into the Zoo and Garden.

### **First Aid/Public Safety**

Public Safety and First Aid are located next to the Elephant's Trunk Gift Shop. In case of emergency, please notify a uniformed employee or Public Safety at 803.779.8717 x1100.

### **Parking**

Handicapped parking spaces are available in the Zoo's visitor parking lot and the Garden's visitor parking lot. Official state handicapped parking permit is required.

### **Service Animals**

- Pets are not allowed inside Riverbanks Zoo & Garden. Guests who rely on service animals may bring them into the Zoo, provided that the animals remain properly leashed. A copy of our service animal policy may be obtained through Public Safety. Guests are solely responsible for the care and control of their animals.
- Kennels are *not* available for those who need to leave their service animal during their Zoo stay.

### **Transportation**

- A shuttle tram travels between the Zoo and Botanical Garden and is accessible to wheelchair users.
- Electronic convenience vehicles (ECVs), wheelchairs, strollers, and wagons are available for rent at the Palmetto Outpost just inside the Zoo entrance.
- Riverbanks can provide special assistance to those with limited mobility. Should a guest need a ride to avoid steep or difficult grade areas, a golf cart shuttle service is available by asking a Riverbanks employee to call for one.

A complete list of Riverbanks Zoo & Garden's services, presentations and attractions can be found in the visitor's guide/map. If you need assistance during your visit, please ask any uniformed employee. For additional information prior to your visit, please call 803.779.8717.