

Helpful Tips for Guests with Sensory Sensitivity

Riverbanks Zoo and Garden is always seeking to improve our ability to assist and accommodate guests with sensory processing needs. We hope you find the resources and information below helpful and please let us know how else we can continue to create an inclusive environment for all guests.

Best Times to Visit:

The number of guests at Riverbanks changes greatly depending on the month and even the day of the week. Plan a visit in January, February or August through November to experience the smallest crowds.

Daily attendance is usually lowest on Monday and increases daily with Saturday and Sundays being the busiest. Weekdays in April and May and holidays tend to be very busy.

Ticketing Tips:

We recommend buying tickets in advance online at www.Riverbanks.org. Not only will you avoid waiting at the ticket booth, you will also receive a \$3 discount per ticket. You may take your online tickets (either printed or on your mobile device) directly to the gate for park entrance. The West Columbia Entrance (Botanical Garden side) is much quieter than the Main Entrance (Zoo side).

Quiet Areas:

Riverbanks has identified areas around the zoo and garden that typically have less activity and spaces to sit and regroup after becoming overstimulated.

Quiet areas are in the following locations:

- Discovery Center (air conditioned)
- Watering Hole near Meerkats
- Tuskers Patio
- Congo Classroom (when not in use)
- Botanical Garden
- Magnolia Center at the Garden (air-conditioned)

Headphone Areas:

We have identified areas that are noisy and where crowds tend to form as "Headphone Areas".

These areas include:

- Waterfall Junction splash zones
- Sea Lion Landing (air conditioned)
- Riverbanks Conservation Outpost
- Gorilla Base Camp (air conditioned)
- The Aquarium Reptile Complex (air conditioned)

Family Restrooms and Accommodations: Family Restrooms can be found at the Congo Classroom adjacent to Gorilla Base Camp, the Farm, and at Waterfall Junction. *These restrooms are equipped with manual flushing devices.* A quiet room is available on a “first come” basis at the Main Entrance inside the Guest Relations Building. Wheelchairs and strollers are available to rent at both entrances for a nominal fee.

If you need assistance during your visit, please speak to a Riverbanks Guest Service Representative at our Main Entrance. You may also call the Guest Relations Office at 1-803-602-0942. For emergencies, ask any uniformed staff member to contact a member of our Public Safety Department.