

Zoominescence Frequently Asked Questions

FAQ's

- **When does the event run?**
 - The festival begins on December 1 and runs every Friday, Saturday, and Sunday evening, plus every evening from December 15 to January 3 (excluding December 24 and 25).
- **What are the Zoo's hours of operation?**
 - The only hours the zoo will be open from December 1 to January 3 are the Zoominescence festival hours from 4:30-9:00pm. Last admission is at 8:30pm, activities end at 9:00pm and the site begins closing at 9:30pm.
- **How much does it cost?**
 - Online regular admission rates are:
 - General - \$15.95
 - Child - \$9.95
 - Youth/Senior - \$12.95
 - Tot - \$0.00
 - Members - \$0.00
 - Walk-up admission rates are:
 - General - \$17.50
 - Child - \$10.95
 - Youth/Senior - \$14.25
 - Tot - \$0.00
 - Members - \$0.00
- **Do I have to purchase tickets in advance?**
 - We strongly recommend purchasing your ticket online at MoveLearnPlay.ca to avoid having to wait in line at the gate but walk-in admissions will be accepted. Ensure the date range selected is changed to your desired date.
- **Can guests use their memberships?**
 - Yes, Zoo and LAP memberships are accepted.
- **Is there a map for Zoominescence?**
 - Yes, we have a [2023 Zoominescence Light Display Map](#) showing all the light installations and basic amenities.
- **How will I know if the skating pond ice is open for skating?**
 - Skating during Zoominescence is subject to weather and ice conditions. Please check our [Edmonton Valley Zoo Facebook page](#) for the latest updates on rink closures.
- **What entertainment will there be?**
 - There will be themed days with princesses, superheroes, the grinch and more!
 - **Fairytale Fridays** (December 1, 8 & 15)

- Anna, 5:00-7:00pm
 - Belle, 6:00-7:00pm
 - **Superhero Saturdays** (December 2, 9 & 16)
 - Spiderman, 5:00-7:00pm
 - Wonder Woman, 6:00-8:00pm
 - **Holiday Week** (Dec 18-23)
 - Elsa, 5:00-7:00pm
 - The Grinch, 6:00-8:00pm
- Every night (weather permitting) we will offer the following :
 - Animal Talks:**
 - Otter Talk - 5:30 pm
 - Lynx Talk - 6:30 pm
 - Reindeer Talk - 7:30pm
 - Creature Feature - 8:30 pm
 - Other Activities:**
 - The Urban Farm will be open from 4:30-9:30pm
 - Snow Globe Village 4:30-9:00pm
 - The Conservation Carousel 4:30-9:00pm (viewing only)
 - Photobooth 5:00-9:00pm
 - Fire pit & skating pond - 5:00-9:00pm (weather permitting)
- **What food services are available?**
 - The zoo's food providers will open from 4:30 pm until 9:30 p.m.
- **What is your cancellation policy?**
 - Admissions can be canceled prior to scheduled entry online or by calling 311. Online cancellations can be refunded back to your credit card if it was the original method of payment or placed as a credit on your account to be used towards your next purchase.
- **What happens if there is extreme cold or inclement weather?**
 - Zoominescence is an outdoor winter event. Please dress warm and wear appropriate footwear during your visit. Our indoor buildings (Saito Centre, Urban Farm, and Makira Outpost) will be open until 9:30 p.m. Our indoor food services will also be open until 9:30 p.m.
 - We may cancel activities or the event if the weather conditions provide a safety concern for our visitors, staff and animals. We will post to our [Edmonton Valley Zoo Facebook](#) and [Instagram accounts](#), and update [311](#), our hours on Google and our [website](#). We will also notify ticket holders as soon as possible via a MoveLearnPlay email to the email address tickets were purchased through.
 - Tickets will be credited to your MoveLearnPlay account. You can use this credit towards future transactions through [MoveLearnPlay.ca](#) including re-booking your tickets for another night. If you wish to have your tickets refunded back to the original payment method, please email myaccount@edmonton.ca