

Brew at the Zoo FAQs



Is the Zoo open during the event?

Select areas of the Zoo will be open during Brew at the Zoo.

Can I see animals at the event?

There will be scheduled animal encounters taking place during the VIP early admission hour. Certain animals will be out on exhibit at least until dark, including the leopards, lions, giraffes, jaguars, and Land of the Tiger animals.

*Please remember the welfare of the animal is our priority, so animal encounters and exhibits may be canceled/closed if it is in the best interest of the animal.

Is there a charge for parking?

Parking at the Zoo is free!

What do I need to get into the event?

ALL guests will need their drivers' license or state ID to get into the event, in addition to their ticket, IDs will be checked for everyone, regardless of age. You must have your ticket with you when getting your ID checked. ALL guests and designated drivers must be 21 or over. Individuals under 21 will not be admitted to the event.

Can I receive a refund?

No, ticket sales are final. No refunds or exchanges. The event will be held rain or shine.

Are children allowed?

No. ALL guests must be 21 or older to attend, including Designated Drivers. Children, infants, and strollers are not permitted.

Will non-alcoholic beverages be served?

Yes. Several beverage vendors will feature non-alcoholic beverages. Complimentary sodas are available in the bars, and water stations will be located throughout the event area.

Are tickets available the day of the event?

Tickets will ONLY be available the day of the event if they do not sell out in advance. If tickets sell out before the event, none will be available at the gate.

I forgot my print-at-home ticket. Will I be allowed to enter?

No. All guests must be in possession of a ticket when entering the event. We cannot honor purchases that do not present a ticket. Tickets must be printed out. We cannot scan a ticket on your phone.

How long can I buy tickets online?

Tickets will be available online until they are sold out.

What happens if it rains the day of the event or during the event?

Brew at the Zoo will take place rain or shine, and because it is a fundraiser for the Jacksonville Zoo and Gardens, there will be no refunds or exchanges. The majority of the event is outdoors. If severe weather occurs, guests will be encouraged to seek shelter. The event will not be canceled, postponed or rescheduled.

What does the hotel package include?

Both hotel packages include Friday afternoon check-in and shuttle to and from Brew at the Zoo. Hotel rooms can accommodate 1-4 guests. When a hotel package is purchased, you will be contacted to give your room choice. Please note, hotel packages DO NOT include tickets to Brew at the Zoo. They must be purchased separately.

What can I bring into the event?

Umbrellas and rain gear are allowed. Items such as backpacks, chairs, blankets, coolers, and cups are not allowed into the event. Any leftover alcohol will not be permitted to leave Zoo grounds except with the vendor providing it.

Is smoking permitted?

There are designated smoking areas outside of the Zoo gates, but smoking is not permitted within the Zoo. Please be advised that guests will not be allowed to re-enter the event.

What is the dress for the event?

The event is casual and outdoors, therefore susceptible to both heat and a passing shower. Please dress comfortably and according to the weather.



For more information, visit jacksonvillezoo.org