



**BUTTERFLY  
PAVILION**

## **FREQUENTLY ASKED QUESTIONS**

### **DO YOU SELL GIFT CARDS?**

The Gift Shop sells gift cards for Gift Shop purchases. However, we do not have gift cards for admission tickets. Instead, you may purchase online tickets as a guest and these tickets will be emailed to you. They may be redeemed by the recipient anytime during the current calendar year.

### **CAN I BRING A GUEST WHEN USING MY MEMBERSHIP?**

Yes. Members are issued a certain number of paper guest passes depending on membership level. If a member does not have these passes, we offer a discounted admission rate for their guests.

### **DO YOU HAVE GROUP RATES?**

Yes. We provide group rates for groups of 10 or more people that are paying in one payment. We also have reduced rates for special needs individuals and their attendants.

### **WHAT IS THE BEST TIME TO VISIT?**

Weekdays after 1:30 pm are usually the quietest times to visit. On weekends, the number of visitors fluctuates, but there is usually a steady flow throughout the day.

### **DO I HAVE TO MAKE A RESERVATION FOR MY GROUP?**

We do allow walk-up groups. However, if your group is more than 20 people please make a reservation to ensure the best possible experience for your group.

### **CAN I LEAVE AND RE-ENTER THE BUTTERFLY PAVILION?**

Yes. Your ticket is good the entire day. You will need to show your receipt upon re-entry to the facility.

### **CAN WE HANDLE THE ANIMALS?**



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We provide touch experiences in each of our exhibits. For example, you can hold Rosie the tarantula, touch sea stars and horseshoe crabs, and dig for mealworms. Guests must be 3 years of age or older to hold Rosie.

However, **please do not touch the butterflies** in our tropical rainforest, as it may shorten their lifespan.

### **DOES IT COST EXTRA TO HOLD ROSIE OR ATTEND YOUR DAILY EXHIBIT PROGRAMS?**

No. Your admission covers touch experiences and all scheduled activities.

### **DO YOU HAVE ANY FAMILY RESTROOMS OR PRIVATE ROOMS FOR NURSING?**

Yes, a family restroom is located just outside our Colorado Backyard exhibit. We also have a private nursing station located in the Tikes Peak area in Colorado Backyard. The room is locked to ensure privacy for nursing mothers. Please request the key from the Gift Shop. If you are unable to leave Colorado Backyard, ask a Butterfly Pavilion team member and we will deliver the key to you.

### **DO YOU SELL FOOD?**

Yes. We have our own food truck – The Beestro – that provides hot food options. Cold sandwiches, salads and snacks are also available inside the Gift Shop.

### **CAN WE BRING OUR OWN FOOD TO EAT?**

You may bring your own food to Butterfly Pavilion. We have a covered patio outside the Gift Shop (to the right of the main entrance) as well as picnic tables on the west and south sides of our building.

### **WHEN DO YOU RELEASE BUTTERFLIES?**

We release new butterflies every day at 12:30 pm and 3:30 pm in the Wings of the Tropics exhibit.

### **DO YOU HAVE A SCHEDULE OF EVENTS?**

Yes. We have a schedule of events that change daily with the needs of our animals. The three things that remain constant are the 10:00 am Story Time in



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Colorado Backyard and our Butterfly Encounter at 12:30 pm and 3:30 pm in Wings of the Tropics.

### **HOW DO I SIGN MY CHILD UP FOR YOUR CAMPS?**

[Click here](#) for information about Kids Camps and other Community Programs.

### **HOW DO I BOOK A FIELD TRIP?**

[Click here](#) for Field Trip information and to request a reservation.

### **HOW DO I BOOK A BIRTHDAY PARTY OR PRIVATE EVENT?**

[Click here](#) for birthday party and private event information.

### **I WANT TO HAVE A WEDDING THERE. CAN I TOUR THE FACILITY FOR FREE?**

Yes. You must set up an appointment with our Private Events department for a tour of the facility by emailing Adisa Nickerson, Sales Manager, at [anickerson@butterflies.org](mailto:anickerson@butterflies.org).

### **WHERE DO I ENTER FOR BIRTHDAY PARTIES/MEEETINGS/WEDDINGS?**

Our Private Events Entrance is to the right of the main entrance by the giant praying mantis statue, under the green awning.

### **DO YOU ALLOW PHOTOGRAPHY? DO YOU ALLOW TRIPODS?**

You are allowed to take photographs, but flash photography is limited in some exhibits. Please note any signage.

We do not allow tripods during regular hours. We have special tripod photography sessions the first Saturday of every month before we open to the public. [Click here](#) to register.

### **DO YOU PROVIDE A DISCOUNT FOR THE EBT CARD?**

Yes. We provide \$5 admission for up to ten people with the EBT card.

### **DO I HAVE TO PURCHASE ADMISSION TICKETS TO ACCESS YOUR GIFT SHOP?**



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No. You may enter our gift shop without purchasing tickets.

### **DO YOU HAVE OUTDOOR EXHIBITS?**

Yes. Our Discovery Gardens and Outdoor Nature Trails begin at the giant praying mantis sculpture on the east side of our building. Our back patio in this area includes a water feature. Please do not swim or enter the water.

### **DO YOU HAVE WHEELCHAIRS AND STROLLERS FOR RENT?**

We have wheelchairs available on a first-come, first-served basis. All we request is an ID that we keep at the front desk until the wheelchair is returned. We do not have any strollers for rent. Our facility is wheelchair and stroller friendly.

### **DO YOU HAVE ANY FREE DAYS?**

We do not have any free days. However, we do provide certain discounts. [Click here](#) for the full list.

### **CAN I GET IN FREE WITH MY CARD FROM ANOTHER ZOO OR GARDENS?**

No. We do not offer reciprocity with other museums or AZA organizations.

### **DO YOU ALLOW PETS?**

No. We only allow registered service dogs.

### **WHERE IS YOUR LOST AND FOUND?**

At the Front Desk.

### **WHERE IS YOUR FIRST AID CENTER?**

If you need first aid, please contact any Butterfly Pavilion staff member and they will assist you.

### **DOES BUTTERFLY PAVILION DONATE TICKETS?**

Yes, we donate tickets to non-profit organizations. We have information about ticket donations at [this link](#).

### **DO YOU SELL BUTTERFLIES?**



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We are an AZA accredited organization and do not sell any live animals.

**CAN I DONATE AN ANIMAL?**

We do take animal donations, including butterflies. Please call ahead for any other animal donations.