



Your Group Guide to Happy Hollow Park & Zoo

Happy Hollow Park & Zoo is re-opening March 20, 2010 with exciting new adventures for all ages that will be sure to challenge the imagination and learning of your class through parallel play and exploration. When you book a field trip with Happy Hollow new opportunities and adventures await your class at every turn!

Pricing and Options

- **Pricing**

For groups of 14 or more the group rate is \$8.00 per person. There is no fee for guests under 2. Please note: The Dollar Day Promotion was very popular and we anticipate being able to offer other similar promotions in the future, but for now the Dollar Day Promotion will not be offered during Happy Hollow's opening season.

- **Private Picnic Areas**

We strongly recommend reserving one of our 8 picnic areas for your entire stay. Our private picnic areas are only available with a Monday – Friday reservation. Each area is centrally located in the Five Point Forest and can accommodate 60 to 100 people. Our clean tables, fenced and shaded facilities offer a comfortable experience for your class. It also serves as a great meeting place to gather up your entire group. Each Area is reserved on a first come, first serve basis.

An area rental fee of \$40 must be paid for at the time of booking. Please call (408) 794-6400 between 10-4 to reserve your area or check the box on the reservation form.

- **Education Programs**

Consider utilizing our outstanding education program to enhance your experience at Happy Hollow, and make it a more meaningful visit for students, teachers and guests.

How to book a reservation

Happy Hollow is a very popular destination for field trips and groups of all size. We want to ensure your visit is enjoyable. Booking a reservation assures your groups quick entry into Happy Hollow and minimizes wait time at turnstiles and admission lines. Please be aware that groups over 20 visitors without a reservation will not be permitted to enter until 11:00 am.

Please follow these simple steps for booking a group visit at Happy Hollow Park & Zoo:

1. **Complete the reservation form**

Happy Hollow receives over a thousand group visitors each day during our spring season. Making a reservation ensures the parks facilities are not over booked for your visit and enables your group to have a much more enjoyable visit.

All reservation forms are processed on a first come, first serve basis. Please book early. April and May are very popular months for field trips and reservations fill up fast. As a result we ask that you provide a time which you would like to enter the park and two desired visit dates in the event that your first choice is already booked. We will do our best to ensure your requested visit date and time is met. Entry times into Happy Hollow are scheduled every 15 minutes beginning at park opening.

- Picnic Area:
 - Don't forget to also reserve and pay for your private picnic area.
- Education Programs:
 - If you are also interested in our education programs for your group. Please fill out the separate education form.

- If you are only visiting Happy Hollow to take part in our education program a reservation and ticket purchase are not required. However, if you would like to stay and enjoy the park and zoo following the program, please purchase your tickets in advance.

2. Book your reservation

We are now accepting reservations. Please submit your completed reservation form by:

- Fax – (408) 794-6471 (preferred)
- Email- hguestservices@sanjoseca.gov
- Standard Mail-
Happy Hollow Park & Zoo
Attn: Guest Services
1300 Senter Road
San Jose, Ca 95112

3. Receive your Confirmation

Once we receive your reservation form, we will notify you of your reservation date and time within 2 days. Expect a confirmation letter in the mail within 2 weeks. Your letter will contain several key pieces of information, including:

- Reservation date
- Entry Time: In order expedite quicker entry into Happy Hollow and minimize guest traffic at our front gates, each group is assigned a reservation time. At the designated time, please escort your entire group to the group entrance at the front of the Park for entry. Entry times into Happy Hollow are scheduled every 15 minutes beginning at 10:00 am.
- Meeting Point: We recognize that not all groups arrive to Happy Hollow at the same time and need a place to meet and take attendance before entering the park. For this reason we assign each group a number located on sign in a designated staging area of Kelley Park as an optional meeting location. No space will be available at the front gate for groups to assemble.

4. Purchase Your Tickets

Ticket purchases may be made in advance or on the day of your visit. For ease of entry, Happy Hollow highly recommends purchasing your groups tickets at least two weeks in advance of your visit. This will enable us to mail your tickets prior to your arrival. If you choose to pay on the day of your visit we recommend your group arrives at least 20 minutes ahead of your confirmed entry time for ticket processing. We accept:

- Credit Cards: Visa, MasterCard, Discover
- Checks:
 - Please make your check payable to the *City of San Jose*
 - Personal checks will only be accepted for the total amount due with a valid identification card
- Cash: Please come prepared with large bills to expedite your entrance
- Terms of Purchase: To qualify for the group price each group must have a minimum of 14 paying visitors. Additionally, all ticket purchases for students, parents, teachers, and chaperones in the party must be made in one single transaction. Individuals who pay separately from the group will be charged standard admission price.
 - If there is more than one class and each teacher is paying separately, each teacher must make a reservation.
 - Happy Hollow will not hold tickets for late parties.
- Group Ticket Refund Request:
 - If you have extra group tickets, Guest Services is your resource to obtaining a refund. Please return unused tickets and submit a written request for refund. If you paid by:
 - Cash or Check – The City of San Jose will send you a check for the difference in 6-8 weeks.

- Credit Card – The refunded amount will be credited back to the original card in 3 days.
- Picnic Area Refund Request: Cancellation must be received in writing at least 14 days in advance.
 - A \$10 refund processing fee will be charged.
 - No refunds will be given for cancellations received less than 14 days in advance.

5. Receive your tickets

All paid admission tickets will be sent to your requested address within 2 weeks of booking your visit.

Transportation

Arriving by Bus

- Bus drop-off/pick-up is located in Happy Hollow's main parking lot off of Senter Road inside Kelley Park. Please advise driver to follow park staff to designated drop off location. Bus parking is available in the parking lot behind History Park off of Phelan Ave. There is no fee for bus parking.

Arriving by Car

- Parking is \$6.00 per vehicle. Only cash is accepted at parking booths.
- Parking ticket is valid all day and must be shown for re-entry.
- Main Lot is located at 1300 Senter Road, and 3 overflow parking lots are available for busy days.

Public Transportation

- VTA busses 73 and 25 bus stop near Happy Hollow.
- For more information about planning your trip via public transportation, please visit www.transit.511.org or call the Valley Transit Authority (VTA) at (408) 321-2300.



Checking-In and Park Entry

We do not assign meeting numbers in our off peak season, July – February. Please come to the front gate at your designated entry time. For groups arriving March – June, please follow the following procedure.

1. If you have pre-paid, please line your group up at your assigned number and walk single file to the entrance at your designated entry time.
2. If payment still needs to be made your group should wait by the assigned number and when your group leader has the final head count and is ready to make payment, they can go the Group Sales window.
3. Only the group leader should make payment, all other group members should wait at their assigned number until it is time to enter the park.
4. Once your group leader has paid, they will need to walk back to the group and designate one representative to insert the tickets into the turnstile for the entire group.
5. Please line up your group and walk single file to the entrance at your assigned entry time.
6. If you have someone in your group with a membership they will need to show their membership card and photo ID at the membership entrance. Any children that are part of a group that have a membership card will be admitted with a photocopy of the card. Please note that only the member's child is permitted under their membership.
7. Once you are inside please start in the back of the park or the lower zoo. Keep moving towards your starting point instead of gathering in the front plaza. This is the only park entrance and it often gets congested.

****Counting and collecting payment before arriving at Happy Hollow will speed up the admission process****

Lunches You are also welcome to store and eat your lunches in the Crooked House Meadow. We recommend keeping your lunches together in an enclosed labeled container for easy identification. For those groups wishing to purchase your lunch here, the Picnic Basket offers many great healthy choices.

Chaperones Chaperones are required and must stay with the children during the visit. A 1 to 5 ratio guideline is recommended. Any unattended children will be kept at the main office until an authorized adult is found.

Rides Happy Hollow has added new rides that will be sure to delight your group. Please be aware of the height requirements and other restrictions for each ride.

	Rating	Minimum Height	Maximum Height	Minimum Height with Adult Escort ²
Pacific Fruit Express	2	40"		36"
Keep Around Carousel	1	42"		No Minimum ¹
Frog Hopper	2	36"		
Kiddie Swing	2	36"	54"	
Mini Putt Putt Ride	1	No Minimum ¹	Children Only	
Granny Bug Ride	1	No Minimum ¹	Children Only	
Danny The Dragon	1	42"		No Minimum ¹



Ratings

- 1- Low Thrill Ride – Rides that are generally calm and gentle in nature.
- 2- Mild Thrill Ride – Rides that generally have low speeds with gentle motion and braking. Rides have smooth transitions with some changes in elevation and speed.

Notes

- 1. All unescorted riders must have adequate head and neck control and be able to sit unsupported in an upright position.
- 2. Adult Escort must be at least 16 years old and meet required ride restrictions.

Name Tags Children should wear visible name tags with the group leader’s cell phone number or other identifying clothing. NO yarn, string, pins or metal objects will be allowed for the safety of the Zoo animals.

Lockers Single-use lockers are located adjacent to the restrooms near the entrance for an additional fee.

Animal Contact Area Following these simple guidelines will help ensure an enjoyable experience: feed the animals only the food provided at the zoo (don’t forget your change), don’t bring outside food or drink into the contact area, always wash your hands after touching or feeding animals, and don’t forget to keep your palm flat while the animals are eating out of your hand, it tickles!

First Aid General first aid supplies such as bandages, antiseptic wipes and tweezers are located at every ride and building. If you need emergency assistance, find the nearest staff member or go to the Guest Services Building.

Re-Entry If you wish to leave Happy Hollow and re-enter the Park on the same day, please have the chaperones get their hand stamped at the exit gate before departing. Ticket stubs are not valid for re-entry. To re-enter the parking lot on the same day, please show your parking ticket to the booth attendant upon your return.

Lost & Found Our Lost & Found is located in the Guest Services building near the front entrance.

Inclement Weather If we decide to close the park our Guest Services Department will call the school, notify you and reschedule your field trip. You may also call our offices at (408) 794-6400 to check about park closures.

Leaving the Park We recommend setting up a departure time and meeting at your lunch area to make sure your entire group is accounted for prior to departing the park. Please note our PA system is for emergency use only and we are unable to make announcements.

Address & Directions

Happy Hollow Park & Zoo (Located in Kelley Park)
1300 Senter Road
San Jose, CA 95112
(408) 794-6400

- **From Highway 280 South**
 - Take the 10th/11th Street exit.
 - Turn right onto 10th Street at the bottom of the off ramp.
 - Turn left on Keyes Street.
 - Turn right on Senter Road.
 - Turn left into the first Kelley Park parking lot.
- **From Highway 680 South/Highway 280 North**
 - After crossing 101, 680 becomes 280 North.
 - Take the 10th/11th Streets exit.
 - Turn left at the second light onto 10th Street.
 - Turn left onto Keyes Street.
 - Turn right onto Senter Road.
 - Turn left into the first Kelley Park parking lot.
- **From Highways 17, 87, and 880**
 - Take Highway 280 South and follow directions "From Highway 280 South".
- **From Highway 101**
 - Take the Story Road exit West.
 - Turn left on Senter Road.
 - Turn left into the first Kelley Park parking lot.

