

# ZOOscape

## BABY STEPS

Zoo keeping is a profession in which each day brings different challenges and rewards, some more dramatic than others. On August 15, Animal Keeper Stephanie Zielinski came to work to find that female François' langur Kim had delivered her baby the night before; unfortunately, the mother did not survive. In the past, baby animals were routinely taken from their mothers and raised in the nursery, but now animal care professionals know it is best for them to stay with their mothers whenever possible. In this case, the baby's birth mother was lost—but keepers had a back-up plan.

François' langur Tao is thriving thanks to a little help from animal keepers.



Photo by Jamie Pham

See pg. 2 →

### Make It a Date

#### Big Bunny's Spring Fling

This annual event features a slew of fun activities—pet a fuzzy bunny, have your face painted, make a be-a-bunny craft, have your photo taken with Big Bunny (for a nominal fee), and enjoy children's musical entertainment. This event is free to GLAZA members and with paid Zoo admission.

**March 25 (Friday),  
26 (Saturday),  
and 27 (Sunday)**  
10 a.m.–4 p.m.



Photo by Jamie Pham

#### MEMBERS ONLY Big Bunny Member Preview

Hop on over to the Zoo and celebrate the season! GLAZA members at the Family Deluxe level and higher are invited to enjoy early access to the event area only, before it opens to the general public. To upgrade your support, please phone 323/644-4244. To RSVP, phone 323/644-4770.

**March 26 (Saturday)**  
8:30–10 a.m.

Be sure to visit the ScholarShare table to learn about ways to begin saving for your child's education. The ScholarShare College Savings Plan is a proud sponsor of the L.A. Zoo and supports a shared commitment to education. More information about ScholarShare can be found at [www.ScholarShare.com](http://www.ScholarShare.com).

### Wild For the Planet

Every day is Earth Day for those of us who share this planet! Join the Los Angeles Zoo for four weeks of festivities and fun opportunities to learn more about conservation, sustainable living, and how to make Earth a better place to live. All activities are free to GLAZA members and with paid Zoo admission.

**April 23 (Saturday)–  
May 15 (Sunday)**  
10 a.m.–4 p.m.

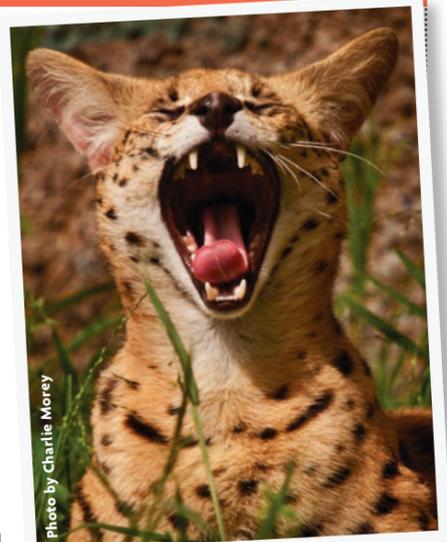


Photo by Charlie Morey

serval

### Ed-ZOO-cational Pursuits

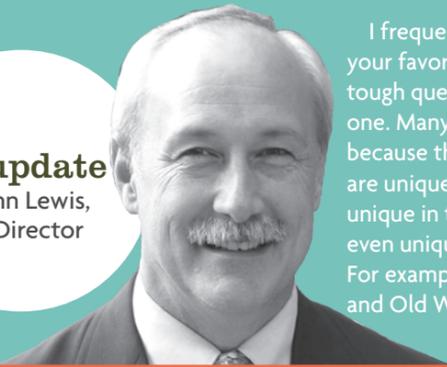
Did you know that the Los Angeles Zoo offers classes for the whole family? From Toddler Totes to Family Classes, you can enrich your world by exploring the Zoo with our engaging education staff. Learn about the adaptations that help animals survive, the features that make different types of animals unique, and the distinctions between the major biomes of the world. For registration information, please see page 4 of this issue or visit [www.lazoo.org/education](http://www.lazoo.org/education).

Zoo Explorers classes are for children ages 5–6 years.



Photo by Jamie Pham

**zoo update**  
by John Lewis,  
Zoo Director



I frequently get asked, “What is your favorite animal?” It’s actually a tough question because there isn’t one. Many, if not most, are favorites because they are all so unique. They are unique in their appearance, unique in their adaptations, and often even unique in their personalities. For example, there are New World and Old World primates that have

compound stomachs or specialized intestinal tracts that allow them to live on mostly leafy diets. Furthermore, these digestive systems are inhabited by special bacteria that break down the leaves so that they can be efficiently digested by the monkeys. Just think about it: we often eat leafy vegetables to reduce our nutrient intake while they have adapted to eat leaves to fulfill their dietary needs.

This also means that to an animal keeper or zoo veterinarian, a langur, colobus, or howler monkey is more like a cow than a human. This has important implications when preparing their diets or treating one of these monkeys when sick, especially with antibiotics. Such odd comparisons are not unique in the work done at the Los Angeles Zoo. Animal care staff often apply their



Photo by Susan Pearson

## Baby Steps

By Stephanie Zielinski, Animal Keeper  
Continued

Discovering the mother langur when I arrived at the exhibit that morning was devastating. However, I also found this beautiful infant perfectly cleaned up and squalling. I quickly gathered him up and started the warming process while making the emergency call to mobilize our capable veterinary staff, who stabilized him. Amazingly, not only did he survive, he’s thrived in every aspect of his growth and development.

Zoo staff and visitors were able to view him in the nursery window during that initial time period. The plan was to get him back to the François’ langur exhibit as soon as he was strong enough, and those preparations started right away. Just shy of a month old on September 13, Tao (which means “peach” in Mandarin) moved from the Zoo’s nursery to the main langur holding area. Thus began the process of integrating him back into our existing langur family. The goal is always to get primate infants back with their mothers as soon as possible and to avoid hand rearing to full adulthood whenever possible. This affords a greater chance at a successful integration back into the troop.

The major obstacle with Tao was the loss of his mother. So we had important decisions to make for this baby. Our resident older female langur, Mei-Chi, had raised two infants before she came to the L.A. Zoo. It had been well over 10 years since she had those babies, but she is by nature a gentle girl, and I felt confident that she would take this baby on as her own. But Mei-Chi, being a surrogate mother, would have no milk to nurse Tao, so we also had to ensure that Mei-Chi would bring him to us for bottles. (Full weaning may take close to a year in some cases with a mother-reared François langur infant.) This proved to be one of the biggest challenges of my 21-year career as an animal keeper at the L.A. Zoo.

When Tao first arrived from the nursery, he stayed in a “howdy cage”—essentially a cage within one of the langur holding stalls where he could safely be near the other langurs while they all got acquainted. He was brought back into the keeper area at night to sleep in his crib. There he received his night bottles from the nursery staff and his day bottles from me and my relief keeper Krissy Parada. We began teaching Tao how to take his bottles through the mesh of the holding stalls. He needed to learn to feed this way once he was living with his surrogate mom Mei-Chi. It would be a critical factor in this process. He quickly learned to eat this way and gained strength climbing and navigating his new environment.

During this initial stage, the adults had the opportunity to watch him being fed and interact in his living space. I started to allow Mei-Chi to touch and groom him for brief periods and saw very positive behaviors from her. She wanted him very much, but we needed to make sure he would be strong enough to navigate the large holding area and that he could manage his bottles well before the next introduction phase started. Tao progressed quickly and learned how to take his bottle from even the most challenging spots in the holding area.

On October 12, when Tao was just shy of two months old, I began the first full contact introductions with Mei-Chi. It was clear that she wanted this baby and knew what to do. However, Tao was accustomed to being handled by people and was understandably nervous when Mei-Chi picked him up and carried him in unfamiliar ways. This is one of the reasons it is critical to get infants back in the group as soon as possible: it reduces stress in the transition from keeper caretakers back to animal mothers. We started with small daily introductions, ranging from a half hour up to several hours, before separating Mei-Chi and Tao again. The final introductions lasted a full eight hours. It was clear at this point that Tao was pulling away from our caregiving and was very much ready to be with Mei-Chi 100 percent. On October 27, I put them together, and they have been together ever since. Tao very quickly moved from being extremely bonded to us to forming a true bond with his new mother.

As if this wasn’t challenging enough, during the same time period, we received a female langur with some special needs (limited mobility due to previous injuries) from another zoo. Her introduction to Mei-Chi and Tao happened on November 14, and thankfully, the process went smoothly. With this primate species, females routinely share the care of troop infants, passing them back and forth. I was overjoyed to see this displayed here in our unique situation. Managing the introduction of a new female while a surrogate mother is bonding with a baby is definitely a big challenge. All three langurs are thriving so far, with their bonds growing stronger everyday.

I feel grateful to be a part of this amazing experience and hold relentless positive expectation for the outcome of this story and a little orange miracle baby named Tao.



Photo by Jamie Pham



Photo by Jamie Pham

1. Tao spent the first few weeks of his life under the care of the Zoo’s nursery staff.

2. Tao and surrogate mother Mei-Chi quickly learned the bottle-feeding routine.

3. Mei-Chi will guide Tao through the weaning process.

## ALL IN THE FAMILY

In the animal world, the responsibility for raising offspring and preparing them for the challenges of the future is sometimes shared among members of the group. Certain social species of animals engage in alloparenting in which adult animals provide parental care to young who are not theirs. This is not done altruistically, but is instinctively performed with the expectation that the child will “return the favor” in the future. By taking on some of the parenting duties, alloparents enable parents to devote additional time and energy toward other essential tasks such as hunting and foraging. Alloparenting furthers the interests of the entire group while ensuring that the young are cared for and ready for the future.

Similarly, life’s demanding schedule sometimes requires that human parents rely on help from members of the family to care for their children. Any member of the family can help ensure that the children in your lives are well cared for with the gift of a bright future through ScholarShare, California’s

official 529 College Savings Plan. Visit ScholarShare’s table at Big Bunny’s Spring Fling to learn more about how to get the little ones in your life off to a great start.

ScholarShare is a proud sponsor of the L.A. Zoo and supports a shared commitment to education. More information is available at [www.ScholarShare.com](http://www.ScholarShare.com). —Oscar Dizon



1. Florida scrub jays live in social groups where duties can include acting as a sentinel and helping care for the current season’s hatchlings.

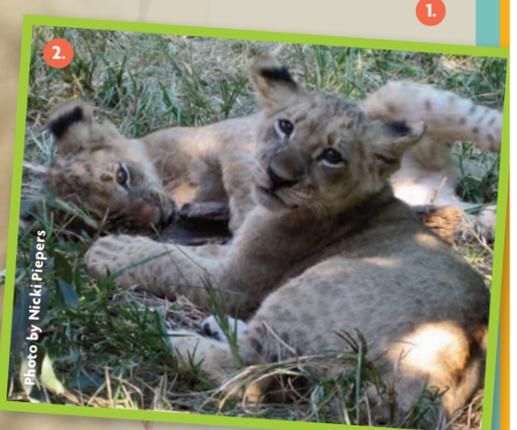


Photo by Nicki Piepers

2. Female lions will nurse any cubs in the pride; domestic cats accustomed to living in groups will do the same.

Photo by Louise Hunt

knowledge about one species to the care of another that may not initially seem comparable, but actually have similar anatomies, physiologies, or behaviors. That's the science of our work, but equally important is the art of how the science is applied. The best animal care artists possess an important skill we call "animal sense." Animal sense is that innate ability some people have to

interpret an animal's wellbeing and that animal's response to its environment, to other animals, or to people. You may know individuals who can easily approach animals that are normally skittish around people. Or you may know someone who senses when a dog or cat is uneasy even when you don't.

We are fortunate to have many staff who possess animal sense. A great

example is illustrated in the cover story for this issue. Animal Keeper Stephanie Zielinski and her colleagues successfully applied their knowledge of langur monkey natural history, social structures, and maternal care to introduce an orphaned langur infant to an adopting group. During the introductions, they also called on their experiences in rearing orphaned

primates so the infant thrived physically and mentally in a manner appropriate to his species. But it was Stephanie's animal sense that facilitated the progress of the baby and adults through the introduction. Science provides the starting point, experience fuels the journey, but animal sense sets and sometimes resets the course.

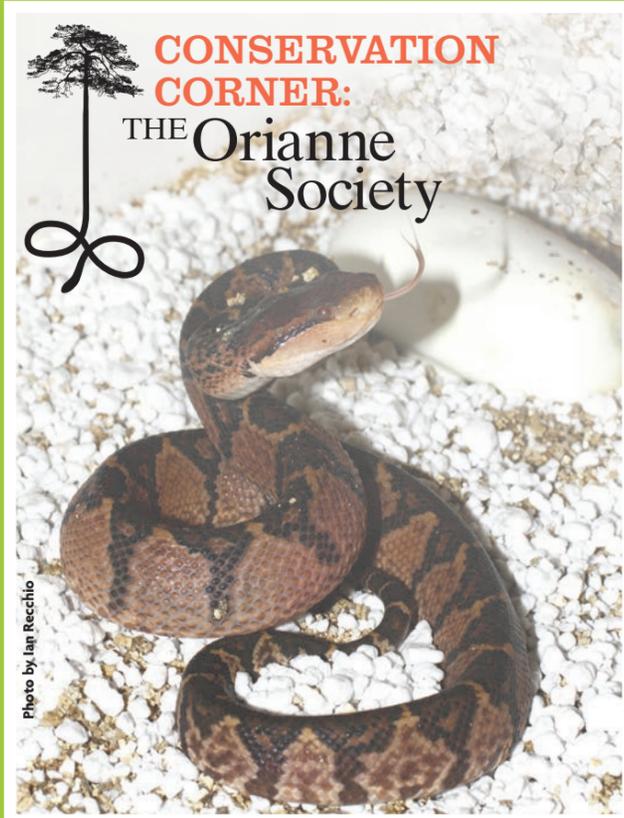


Photo by Ian Rechchio

South American bushmaster hatchling

The bushmaster is a highly venomous snake found in Central and South America. Very little is known about this elusive snake, which has been difficult to find in the wild and is rarely seen in captivity. The Los Angeles Zoo is one of the few zoos that currently exhibits the South American bushmaster (*Lachesis muta*), and, even more significantly, that has successfully bred this species, which is part of a managed breeding program (Species Survival Plan) through the Association of Zoos and Aquariums (AZA).

The L.A. Zoo recently partnered with the Orienne Society, a conservation organization dedicated to preserving endangered reptiles and amphibians within specific habitats. In particular, the Zoo supports, through funding, the Society's Mesoamerican Project, which focuses on tropical habitats across Central America, specifically in Costa Rica and Panama. The focal species for this area are the black-headed bushmaster and the Central American bushmaster. The goal is to better understand the overall conservation status and habitat needs of these species. This is accomplished by conducting field surveys, educating local communities, and working with local residents to assist in these studies. To help raise funds for this project (as well as others) the Society offers a variety of eye-catching T-shirts online. More information about the Orienne Society and how you can help can be found at [www.oriennesociety.org](http://www.oriennesociety.org). Be sure to stop by the LAIR to view the Zoo's awesome bushmasters on display! —Bonnie Heather Holland

## animal activities at your Zoo

November 1–December 31

Winter is a slower time for births and hatchings, but babies still arrive. In November, a **black howler** and a **giant otter** pup were born. December brought a **puudu**, a **red-flanked duiker**, eight batches of **sunburst diving beetles**, and five **yellow-banded poison dart frogs**.

Arrivals from other institutions for the period included three **Bornean orangutans**, two **Caucasus vipers**, four **European long-nosed vipers**, two **Grevy's zebras**, two **spur-winged lapwings**, and two **Tasmanian devils**. A new male **babirusa** arrived and the resident male transferred out. The annual group of four visiting **reindeer** arrived in November and departed just after the New Year. Three **California condors** arrived in need of medical attention and six transferred back to the wild.

Four **Armenian vipers** transferred out as well as three **Santa Catalina Island rattleless rattlesnakes**, a **Nubian ibex**, a **puudu**, a **Chinese goral**, a **red-flanked duiker**, a **palm cockatoo**, and a **roseate spoonbill**.



puudu fawn

## APPRECIATING Our Volunteers

National Volunteer Week, April 10 through 16, is an opportunity to express appreciation for those who generously donate their time, energy, and talents to make our world a better place to live. When you think "Zoo Volunteer," chances are what pops into your mind is an image of someone in khaki helping behind the scenes with animal care or leading a tour out on grounds. But the volunteer experience at the Los Angeles Zoo and Botanical Gardens reaches far beyond Zoo grounds. To learn more about volunteer opportunities at the Zoo, visit [www.lazoo.org/support/volunteer/](http://www.lazoo.org/support/volunteer/).



Photo by Jamie Pham

1.



Photo by Jamie Pham

2.

1. Volunteer Laura Pogoler engaging young Zoo guests.

2. Volunteer Ilyse Frieder lends a hand behind the scenes.



Since it began in 1990, Bowling For Rhinos has generated more than \$6 million to control poaching and protect ecosystems that support rhinos and the species that share their habitat—and the Los Angeles Zoo has led the way for the past seven years, consistently raising more funds than any other participating zoo. This year, the Los Angeles chapter of the American Association of Zoo Keepers (AAZK) hopes to raise even more funds with a night of bowling at Jewel City Bowl in Glendale. Festivities will include a silent auction, opportunity drawings, food, costumes—and, of course, bowling! Learn how to help by contacting Co-Chairs Damian Lechner and Nicki Piepers at [AAZKLosAngeles@gmail.com](mailto:AAZKLosAngeles@gmail.com) or leave a message with your name and phone number at 323/644-6004.

**May 7 (Saturday)  
6 p.m.–12 a.m.**



Permanence, at last! Tax legislation in 2015 permanently renewed the qualified charitable distribution (QCD) rule. This means that taxpayers aged 70½ years and older are able to contribute all or part of the required annual distribution from their traditional IRA accounts directly to charitable organizations as tax-free gifts. What a convenient way to satisfy IRA distribution requirements, support your favorite charity, and receive a tax break all at the same time! Take advantage of these key tax planning provisions and make a gift to GLAZA today. For more information, phone 323/644-4760. Individuals who wish to make an IRA charitable distribution are advised to consult with a tax professional for specific guidance on their personal situations.

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles and the Los Angeles Zoo do not discriminate on the basis of disability and, upon reasonable advance notice, will provide reasonable accommodation to ensure equal access to its programs, services, and activities. Sign language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request with reasonable advance notice prior to the event or activity you wish to attend. For further information, please contact: 323/644-4200 (voice/TTY).



Volume XXXIX  
Number 5

Greater Los Angeles Zoo Association Annual Memberships: Individual \$55, Individual Plus \$75, Family \$126, Family Deluxe \$165, Contributing Associate \$250, Wildlife Associate \$500, Conservation Associate \$1,000. Each membership category includes unlimited admission to the Los Angeles Zoo for one year, one-year subscriptions to *Zoo View* and *Zooscape*, 10-percent discount at Zoo restaurants and shops, and invitations to special events. Students and seniors receive \$10 off an annual membership.

The Los Angeles Zoo and Botanical Gardens is located in Griffith Park at the junction of the Ventura (134) and the Golden State (I-5) freeways. We are open from 10 a.m. to 5 p.m. daily, except December 25.

For information, phone 323/644-4200, or visit us on the Internet at [www.lazoo.org](http://www.lazoo.org).

Sandy Masuo, Editor  
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Jamie Pham, GLAZA Photo Editor  
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Nurturing wildlife and enriching the human experience



# calendar of events

## MEMBERS ONLY

### Animal Enrichment Morning

GLAZA members at the Wildlife Associate and Conservation Circle levels are invited to this exclusive event that focuses on how Zoo staff keep our residents active and healthy. Members, watch your mailbox for an invitation with details. To upgrade your membership, phone 323/644-4244.

**March 5 (Saturday)**  
8:30 a.m.

### Members Appreciation Morning

GLAZA offers seasonal opportunities for members at all levels to explore

the Zoo before it opens to the public. Reservations are not necessary; bring your membership card and photo ID for entry.

**March 19 (Saturday), May 1 (Saturday)**  
8:30-10 a.m.

### Member Tours

Docent-led tours are available to GLAZA members only and are free for everyone eligible on your membership. No confirmations will be mailed. Please make reservations at least two weeks in advance by phoning 323/644-4244.

**March 5 (Saturday)**

**March 6 (Sunday)**

**March 19 (Saturday)**

**March 20 (Sunday)**

**April 2 (Saturday)**

**April 3 (Sunday)**

**April 9 (Saturday)**

**April 17 (Sunday)**

**May 21 (Saturday)**

**May 22 (Sunday)**

**May 28 (Saturday)**

**May 29 (Sunday)**

(Meet at the waterfall near the entrance to the International Marketplace at 10:30 a.m.)

## SAFARI SOCIETY ONLY

GLAZA's upper-level, annual giving program offers donors a range of exclusive events and unique opportunities to explore the Zoo. To join, phone the Safari Society Access Line at 323/644-4717, e-mail nsimerly@lazoo.org, or visit [www.lazoo.org/support/safarisociety](http://www.lazoo.org/support/safarisociety). Conscientious corporate leaders support the Zoo through Business Partners. For details about this program, contact Jan Frazier at 323/644-4722.

### Zoo Director's Series

These special presentations and opportunities to interact with wildlife experts are held on Zoo grounds throughout the year. Guests learn about conservation programs supported by the Zoo from scientists working directly with animals around the world,

as well as Zoo staff. Talks include wine and hors d'oeuvres, plus conversation with speakers, curators, and our own zoo director. Safari Society donors, watch the mail for your invitation.

**May 15 (Sunday)**

### Safari Society Leadership Dinner

Enjoy a sit-down dinner with Zoo Director John Lewis and GLAZA President Connie Morgan. Discuss Zoo developments and conservation issues in a special setting. Safari Society donors at the Elephant Herd level and above will receive details by mail. Gorilla Troop donors have their choice of seating for the event.

**April 16 (Saturday)**

6:30-8:30 p.m.

## SPECIAL TOURS

These tours are free, but space is limited. For reservations, phone 323/622-8114 or e-mail [docents@lazoo.org](mailto:docents@lazoo.org). Include "Bird Walk" or "Garden Tour" in the subject line and provide the following: your name, membership number, members in your party, ages of attending children, and telephone number.

### Happy Bird-day!

International Migratory Bird Day (IMBD) spotlights bird migration, one of the most significant and spectacular

events in the Americas. Celebrate with a bird walk at the Zoo! Learn more about IMBD at [www.birdday.org](http://www.birdday.org).

**May 14 (Saturday)**

8-10 a.m.

### Spring Collection

Early spring is the peak period of bloom for native plants. Enjoy this annual floral display with a garden tour!

**April 2 (Saturday)**

8-10 a.m.

### PBS SoCal Kids Day

Don't miss this special, one-day PBS Kids party featuring popular costumed characters, book readings, themed crafts, and dancing. For details, go to [www.lazoo.org/PBSKidsDay](http://www.lazoo.org/PBSKidsDay).

**April 9 (Saturday)**

10 a.m.-4 p.m.

### Sesame Street Live Weekend at the L.A. Zoo

Enjoy a meet-and-greet with Cookie Monster and Grover, plus an exclusive discount on tickets to *Sesame Street Live "Make a New Friend"* performances. Go to [www.lazoo.org/sesamestreetlive](http://www.lazoo.org/sesamestreetlive) for details.

**March 12 (Saturday) and 13 (Sunday)**

10 a.m.-4 p.m.

### Sesame Street Live Weekend Member Preview

**March 12 (Saturday)**

## MARCH-APRIL 2016

# ZOOscape

## Member Newsletter of the Los Angeles Zoo and Botanical Gardens

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**March 12 and 13!**

## ED-ZOO-CATIONAL Adventures

FOR MORE DETAILS, GO TO [WWW.LAZOO.ORG/EDUCATION/CHILDRENSCLASSES/](http://WWW.LAZOO.ORG/EDUCATION/CHILDRENSCLASSES/). TO REGISTER, GO TO [WWW.LAZOO.ORG](http://WWW.LAZOO.ORG) AND CLICK ON "BUY TICKETS."

**Registration Policy:** Registration for Ed-zoo-cational Adventures begins two months prior to the program date. Please check [www.lazoo.org](http://www.lazoo.org) for class availability. For more information, phone 323/644-4211.

### TODDLER TOTES

Age 24-35 months  
Members: \$18 per child/adult pair  
Nonmembers: \$20 per child/adult pair  
Class Times: 9:15 a.m. (Wednesdays), 9:15 (Fridays and Saturdays), and 11 a.m. (Fridays and Saturdays)  
**E-ticket required for class admission.**  
Toddler Totes classes are educational adventures for your child and you. Learn about adaptations as you investigate the Zoo's animal collection and discover the ways animals use different parts of their bodies. Each 75-minute class includes a variety of fun, age-appropriate, hands-on activities such as storytelling, live animal encounters, and explorations on Zoo grounds.

#### The Nose Knows

March 2 (Wednesday), 4 (Friday), and 5 (Saturday)

#### I'm All Ears

March 30 (Wednesday), April 1 (Friday), and April 2 (Saturday)

#### Terrific Tails

May 4 (Wednesday), 6 (Friday), and 7 (Saturday)



### CRITTERS 'N' KIDS

Age 3-4 years  
Members: \$24 per child/adult pair  
Nonmembers: \$27 per child/adult pair  
Class Time: 9:30 a.m. (Wednesdays/Fridays/Saturdays)  
**E-ticket required for class admission.**  
Crittter 'n' Kids classes take your child and you on an exploration of the Zoo's animal collections, from cool cats and exciting elephants to slithering snakes and fabulous flamingos. Each 90-minute class includes a variety of fun, age-appropriate, hands-on activities such as storytelling, art, games, and adventures on Zoo grounds.

#### Loveable Lemurs

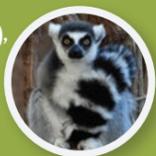
March 9 (Wednesday), 11 (Friday), and 12 (Saturday)

#### Cool Cats

April 6 (Wednesday), 8 (Friday), and 9 (Saturday)

#### Exciting Elephants

May 11 (Wednesday), 13 (Friday), and 14 (Saturday)



### ZOO EXPLORERS

Age 5-6 years  
Members: \$30 per child  
Nonmembers: \$35 per child  
Class Time: 9 a.m. (Sundays)  
**E-ticket required for class admission.**  
Grab your backpack and explore the Zoo to learn about biomes around the world, from deserts to mountains, grasslands to rainforests. Trek over the rivers and through the woods to seek out cool and amazing animals that call these unique habitats home. This drop-off class is designed for children independent of their parents. All children must bring water and a snack for this three-hour class.

#### Tropical Treasures

May 1 (Sunday)



### FAMILY CLASSES

All Ages  
Members: \$10 per person/  
children under 2 are free  
Nonmembers: \$20 per adult/  
\$15 per child (ages 2-12)/  
children under 2 are free  
Class Time: 9:30 a.m. (Sundays)  
**E-ticket required for class admission.**  
Bring your family to the Zoo and join us for a special adventure. These 90-minute classes offer a unique opportunity for families to come together and share in an adventure while learning about amazing animals.

#### Backyard Buddies

April 17 (Sunday)

### SPRING ZOO CAMP

Welcome the season with us during spring break! Children ages four through nine will have a blast turning over a new leaf during Spring Zoo Camp. Registration fee for each day of animal exploration is \$60 for members and \$65 for nonmembers. Registration is now open. For details, visit [www.lazoo.org](http://www.lazoo.org). Extended care is available for an additional fee. Registration is now open. **March 21 (Monday) through 25 (Friday)**

### SLEEPOVERS

#### Zoopendous Nights

Bring your group or troop to the Zoo for an indoor all-night, interactive experience. Tour the Zoo after dark, enjoy a pizza/salad feast, participate in hands-on animal activities, and fall asleep to beastly bedtime stories. In the morning, enjoy a continental breakfast while meeting some of the Zoo's animal ambassadors. Scout groups have the opportunity to earn a badge during this overnight experience. This event is designed for children ages seven through twelve. Cost is \$55 per person. Schedule for the 2015-2016 school year can be found at [www.lazoo.org/education](http://www.lazoo.org/education). Contact Sean den Bok at 323/644-4212 for assistance.

**Cancellation Policy:** The Zoo must receive at least two weeks (14 days) advance notice by phone (323/644-4211) or fax (323/644-4299) in order to issue a full refund. No refunds will be issued after this period. No refunds or transfers will be honored for no-shows. Prices and program dates are subject to change without notice. For more details about cancellation, transfer, refund, and booking policies, visit [www.lazoo.org](http://www.lazoo.org).