

zoo scape



Photo by Kris Willis

Greetings From...

Conservation is a cause that can bridge cultural divides and transcend language barriers. People who work in zoos around the world are united in their commitment to the animals in their care and concern for the world we share. Because conservation challenges, such as climate change and the illegal trade in wildlife products, are global in nature, the mission to nurture wildlife and enrich the human experience is increasingly one that involves reaching out to colleagues in other countries. In this issue of *Zooscape*, Los Angeles Zoo staff share some of the insights they gained during recent professional development opportunities in distant places.

L.A. Zoo Animal Keeper Art Gonzales and Tierpark Berlin Reptile Keeper Nico Astor explore the Berlin Zoo.

See pg. 2 →

♥ Make It a Date

Have a wild Valentine's Day at the Zoo with a provocative "birds and bees" presentation. Festivities include wine, decadent refreshments, and (for an additional fee) an intimate three-course dinner at Reggie's Bistro. Enjoy a special beer or wine pairing with your meal for an additional \$15. This event is for adults (age 21 and up) only. Tickets cost \$30 per person for GLAZA members, with the dinner option an additional \$65 per person, and \$40 per person for nonmembers, plus an additional \$75 per person for the dinner option. Seating is limited and reservations are required. For information, phone 323/644-6001 or visit www.lazoo.org.

February 13 (Saturday)
Reception: 5–6 p.m.
Lecture: 6–7 p.m.
Witherbee Auditorium

Sex and the City Zoo



Sichuan takin

* MEMBERS ONLY Great Backyard Bird Count

Enjoy a morning bird walk on Zoo grounds and take part in the national Great Backyard Bird Count, sponsored each year by the Cornell University Lab of Ornithology. Join teams of watchers counting birds all over the country during the Presidents' Day weekend! Cornell uses the data to track trends in bird populations.

February 13 (Saturday)
8–10 a.m.

Winter Wonders Garden Tour
In the heart of winter, many succulents are in bloom. Join us for an exploration of the Zoo's dramatic desert collection and other early blooming plants.

January 30 (Saturday)
8–10 a.m.

These docent-led tours are free to GLAZA members but space is limited. For reservations, phone 323/644-4703 or e-mail docents@lazoo.org. Specify "Bird Count" or "Winter Wonders" in the subject line and include the following in your e-mail: your name, membership number, number of members in your party, ages of attending children, and your phone number. Please gather at the group entrance.



Aloe flowers provide a winter food source for hummingbirds.

zoo update

by Connie Morgan,
GLAZA President



Accredited zoos are powerful allies in conservation, both locally and globally. The Association of Zoos and Aquariums (AZA) this year launched its SAFE campaign: Saving Animals From Extinction, focusing on 10 species and animal groups: African penguins, Asian elephants, black rhinoceros,

cheetahs, gorillas, sea turtles, sharks, vaquitas, Western pond turtles, and whooping cranes. By joining forces with zoos across the country, we can maximize our outreach potential to call attention to these critically endangered animals. In addition to the educational opportunities that AZA zoos afford, conservation

programs in the field rely on the financial and professional support of zoos to pursue their vital work. Other networks—California Association of Zoos, the European Association of Zoos, World Association of Zoos and Aquariums—enable us to join forces on many levels, but it's the passion for nature and

Guten Tag, Berlin!

Sister Cities International was founded by President Dwight D. Eisenhower in 1956 to encourage long-term partnerships between communities—including municipal, professional, educational, and cultural exchanges. On June 27, 1967, Berlin and Los Angeles became sister cities, and 47 years later to the day, Los Angeles and Berlin Zoos signed a Memorandum of Understanding (MOU) to promote professional collaboration and development. This agreement last year manifested in the Zoo Berlin-Tierpark Berlin-Los Angeles Zoo Keeper Exchange. Organized by Curator of Mammals Jeff Holland with his counterpart at Zoo Berlin, Christian Kern, the exchange was underwritten by former L.A. City Councilman Tom LaBonge.

In May, Reptile Keeper Nico Astor from Tierpark Berlin and Ape Keeper Christian Aust from Zoo Berlin spent two weeks in Los Angeles. In addition to working with L.A. Zoo staff, they visited the San Diego Zoo and Safari Park and enjoyed a bevy of social events—including Bowling For Rhinos. Among the ideas they took back to Berlin with them and implemented were free park maps (previously, only small booklets for purchase were available) and bamboo plantings (to provide fresh browse year round).

After an application process, two L.A. Zoo keepers were selected to travel to Berlin: Kris Willis from the Aquatics section and Art Gonzales, who cares for hoofstock. During their stay in Germany from August 29 through September 13, Willis and Gonzales each spent time working with their Berlin counterparts caring for pinnipeds and hoofstock, but they also had opportunities to work with other animals including macropods and primates.

“One of the items on my bucket list was to work with pygmy hippos—and I did at the Berlin Zoo!” comments Gonzales, who has worked at the L.A. Zoo for 19 years. “That, plus all the time I spent working with hoofstock different from those in our collection—especially cape buffalo, musk oxen, and blue sheep—is something that I will never forget.”

Other highlights for Willis and Gonzales included learning how different facilities care for the same species they oversee in L.A. and developing new ideas for husbandry, training, and enrichment.

Willis has worked with seals and sea lions for 14 years and was able to share training ideas for some husbandry behaviors as well as health care strategies such as using saline eye drops to help combat some of the eye problems common in pinnipeds. She was also able to offer pointers on holding and feeding an orphaned sea lion pup. “In return, I brought home ideas to try out here,” she explains, “including new tool methods for cleaning pools. I learned different ways of restraining animals during veterinary exams and want to try using more fresh grass for browse. I also learned about whole and new foods as enrichment for macropods—kangaroos love red beets!”

Zoos are always reflections of the communities around them, and Berlin staff were enthusiastic about sharing their city and its history and culture. Willis and Gonzales met with Berlin Zoo and Tierpark Director Andreas Knieriem for an appearance on the zoo's television channel and took part in many social events, tours, and shopping expeditions.

For Willis, who chose German as her foreign language requirement in 7th grade and studied it throughout high school, the exchange merged her current calling with a path not chosen. “My plan was to major in German and work for the CIA in Germany (I have an uncle who did that in Japan),” she explains. “However, when I enrolled in community college, I found they didn't offer anything beyond German 2. I ended up getting sidetracked by science and eventually zoo keeping. It's funny how I've come around full circle. My interest in gathering foreign intelligence about national security has evolved into gathering foreign intelligence to develop even better ways to care for the animals in our collection.”

1. Animal Keeper Kris Willis feeds an orphaned agile wallaby.
2. Berlin Animal Keepers Nico Astor and Christian Aust during their L.A. visit.
3. During the L.A.–Berlin exchange, Animal Keeper Art Gonzales had an opportunity to work with pygmy hippos.
4. Willis and Gonzales meet with Berlin Zoo and Tierpark Director Andreas Knieriem for a television appearance.

Of Animals and Autobahn

By Nicole Piepers, Animal Keeper

In September, I had the wonderful opportunity to visit nine of Germany's top zoos. The main purpose of my journey was to attend the 2015 International Congress of Zookeepers (ICZ) conference in Leipzig, and the ICZ offered pre- and post-conference zoo tours, which I couldn't resist. Though smaller than California, Germany boasts some 414 zoos. Seeing nine is barely scratching the surface, but we visited some of the best: Zoo Frankfurt, Zoo Duisburg, Tierpark Nordhorn, NaturZoo Rheine, Tierpark Hagenbeck, World Bird Park Walsrode, Zoo Halle, Zoo Leipzig, Zoo Berlin, and Tierpark Berlin. My tour groups included keepers from Germany, Australia, Singapore, Spain, France, England, Hungary, Macedonia, Denmark, and the Netherlands. Sharing the experience over seven-plus days

with such a diversity of keepers added an invaluable dimension to the trip, which was a tour de force of Autobahn and animals.

German zoos are much older and in some ways less modern (e.g. older historical exhibits that cannot be torn down) than American zoos. Exhibit barriers are lower, and there is more direct contact between zoo guests and animals. Mostly government-run, they lack the theme park elements of many U.S. facilities. Enrichment and animal training are newer concepts, but are being rapidly integrated. After middle school, potential German zookeepers complete a standardized, government-run, three-year apprenticeship program with exams. If they earn their certification, they join a formal professional association: Berufsverband der Zootierpfleger.

Highlights of the trip included “Borgori-Wald” ape facility at Zoo Frankfurt; Rio Negro exhibit of Amazon Dolphin at Zoo Duisburg; a fantastic ibex and vulture mixed exhibit and farm to table/circle of

life concepts at Tierpark Nordhorn (the beef served in their restaurant comes from cattle raised there); Gelada baboon exhibit and historic panorama exhibit at Hagenbeck; Gondwanaland, Leipzig Zoo's 16,500-square-foot indoor tropical hall; and last but not least, the enormous number of species exhibited by the Berlin zoos, including some L.A. Zoo gerenuk that I took part in hand-rearing.

My perspective has certainly changed, and I feel I am a more well-rounded keeper due to my German zoo experience. For all of us in the international zoo community, visiting each other's zoos and connecting with one another is an invaluable learning experience—from simple rope splicing techniques to innovative exhibit designs and forward thinking population management systems. The next ICZ will be in Argentina. Will I see you there?

1. In addition to connecting with other animal keepers, Piepers reconnected with some of the animals she helped raise in the L.A. Zoo nursery.
2. Animal Keeper Nicki Piepers (fifth from right) with animal care professionals from around the world at one of Germany's premier zoos in Hagenbeck.



Photos courtesy of Nicki Piepers

Photos courtesy of Kris Willis

commitment to conservation on the part of individuals who make these connections work: professionals reaching out to one another across national, cultural, and political boundaries to serve the mission. Tackling challenges such as wildlife crime and climate change demands that we adopt strategies to combat

poaching and develop technologies to mitigate environmental damage both natural and manmade. As citizens, we can contribute to conservation efforts around the world by making personal changes to achieve a more sustainable lifestyle and by supporting legislation that protects wildlife. California's passage

of AB96, banning all ivory sales, adds momentum to the cause. Currently in Congress is national legislation—the HR 2494 the Global Anti-Poaching Act, which, if passed, will make the penalties for wildlife trafficking equivalent to those imposed for weapons and drug trafficking. It will support anti-poaching efforts in

Africa with funding and training. Zoo professionals have always collaborated closely, and that spirit of collegiality is more important than ever before. This issue of *Zooscape* is dedicated to the synergy of Los Angeles Zoo staff connecting with their counterparts at home and abroad.



FLOWER POWER

The San Francisco Zoo hosted the Association of Zoological Horticulture (AZH) annual conference this past October and, thanks to our gracious hosts, we were able to experience all that their zoo had to offer and more. In addition to “Zoo Days” at both San Francisco and Oakland Zoos, neighboring institutions also provided memorable and inspiring experiences. We had a whole day to enjoy Golden Gate Park facilities. The Japanese Tea House, the Conservatory of Flowers, and the California Academy of Sciences granted us full access to displays and collections. The Conservatory of Flowers is a large Victorian glasshouse with several different wings that highlight a variety of tropical plants including orchids, carnivorous plants, and aquatic plants. The park is also the site of the wonderful Academy of Sciences, which houses a large indoor rainforest that extends all the way to the roof, three stories high. Among the animals displayed there are free-flying butterflies, and as you leave the enclosure, you are requested to brush off any butterflies that may be hitching a ride. I continued up to the iconic green roof, planted with a large variety of California native plants. The extensive tour included a detailed discussion of the issues involved in green roof maintenance. An interesting addition to the rooftop habitat was some whale bones weathering in the sun. The gardener pointed out that the plants in the immediate vicinity were doing very well, indeed! The annual AZH conference has taken me to many zoos around the country, and I always glean information and ideas to bring

back to Los Angeles. No, there won't be any whale bones on the LAIR roof, but maybe some different plants that might do better in our region. Several discussion topics during paper presentations were also inspiring. One that I enjoyed was about uses for different ornamental grasses, many of which can be used in several types of exhibits and gardens. Another one of the presenters spoke about different types of Australian plants that come from a climate similar to Southern California and are also low water usage. As always, it was interacting with people that proved most valuable. I am able to expand my network of colleagues who share similar interests as well as triumphs and failures for all of us to learn from. —Andrew Lyell, Senior Gardener

- 1. Whale bones weathering and breaking down add visual appeal and nutrients to the soil at the California Academy of Sciences living roof.
- 2. Distinctive round skylights in the California Academy of Sciences' undulating green roof contribute to energy efficiency.



Photos by Andrew Lyell



Calling Corporate Colleagues!

Could your business use some corporate karma? The Business Partners program provides plenty in addition to some morale-boosting benefits. Participating in Business Partners not only enhances company image and strengthens business relationships, but also connects you to the 1.75 million visitors who come to the Zoo annually. Among other Zoo perks, Business Partners receive free guest passes, invitations to exclusive events, and access to VIP tours. You may also arrange customized volunteer activities that allow you and your colleagues to work together to contribute time and energy to a worthy cause. Business Partners help GLAZA support the Zoo in myriad ways: education programs for disadvantaged children, conservation programs for threatened or endangered species, and animal enrichment that enhances the well-being of our animals. By joining with other conscientious corporate leaders, Business Partners build goodwill in our community and demonstrate their commitment to both the people and animals who call L.A. home. For details, please contact Director of Corporate and Foundation Relations Jan Frazier at 323/644-4722 or jfrazier@lazoo.org. Donations to GLAZA are tax-deductible to the fullest extent allowed by law.

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 program s, 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).



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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. Sandy Masuo, Editor Pickle Group, Graphic Design Tad Motoyama, Zoo Photographer Jamie Pham, GLAZA Photo Editor Copyright © 2016 GLAZA. All rights reserved. Printed on 30-percent recycled stock Nurturing wildlife and enriching the human experience



CONSERVATION CORNER: Chaco Center for Conservation and Research

One of the field conservation programs that the Los Angeles Zoo supports through the GLAZA Conservation Fund is the Chaco Center for Conservation and Research (CCCI) located in Paraguay's Chaco region. The goal of this NGO is to implement research, projects, and programs that promote sustainable development, health, and conservation of species that inhabit or pass through the territory of Paraguay. Like so much of the world, the Chaco, once remote and considered inhospitable to humans, is under intensifying development pressure. Surrounded by expanding livestock farms and soy plantations, it is an outpost for some of South America's iconic wildlife—including capybaras, peccaries, and tapirs. Curator of Mammals Jeff Holland spent the last two weeks of October in Paraguay consulting with CCCI staff. He also had the opportunity to visit the world's only breeding facility for marsh deer. “Although the area is besieged by agricultural development, there is still a wealth of wildlife there,” Holland observes. “It will be interesting to see how the various populations change as neighboring forest areas are lost to farming. It may mean even more wildlife will find refuge in this island of protected habitat.”



Photo by Jeff Holland

A male marsh deer at a breeding facility in Paraguay.

animal activities at your Zoo September 1–October 31

Autumn hatchings included two knob-tailed geckos and one Ross's turaco. Births included three Southwest speckled rattlesnakes, two Prevost's squirrels, one Calamian deer, and a Masai giraffe. Five California condors arrived in need of medical attention; 13 were returned to the wild. Among the arrivals for September and October were: a Guinea pig, a Francois' langur, two desert bighorn sheep, one Nubian ibex, three red-rumped agoutis, a female tomistoma (who will be paired with the remaining single male), six poison dart frogs, and a female red-kneed tarantula. Departing animals included four male Cape vultures, three desert spiny lizards, five speckled rattlesnakes, six splash-back poison dart frogs, 20 sunburst diving beetles, a male red-kneed tarantula, a male tomistoma, nine Tadjik markhor, one steenbok, one Chinese goral, three Grevy's zebra, a peninsular pronghorn, a yellow-backed duiker, and three western gray kangaroos.



Photo by Ian Recchino

Mexican red-kneed tarantula

ScholarShare joins us in announcing these newborns and animal activities at the Los Angeles Zoo and Botanical Gardens. ScholarShare, California's 529 College Savings Plan, is a proud sponsor of the L.A. Zoo and supports a shared commitment to education.

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 by offering them enrichment that encourages natural behaviors. Members, watch your mailbox for an invitation with more details. To upgrade your membership support and attend this special event, phone 323/644-4244.
March 5 (Saturday)
8:30 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.
January 9 (Saturday)
January 10 (Sunday)
January 23 (Saturday)
January 24 (Sunday)
February 6 (Saturday)

February 7 (Sunday)
February 20 (Saturday)
February 21 (Sunday)
March 5 (Saturday)
March 6 (Sunday)
March 19 (Saturday)
March 20 (Sunday)
(Meet at the waterfall near the entrance to the International Marketplace at 10:30 a.m.)

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.

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 special early access to Big Bunny's Spring Fling 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.

Look for 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. For more information, visit www.ScholarShare.com.

SAFARI SOCIETY ONLY

Safari Society—GLAZA's upper-level, annual giving program—offers donors a range of exclusive events and unique opportunities to explore the Zoo. To join Safari Society, phone the Safari Society Access Line at 323/644-4717, e-mail nsimerly@lazoo.org, or visit 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.

Searching Safari

This annual celebration begins with a continental breakfast and animal walkabouts, followed by a scavenger hunt. We'll wrap up with an animal enrichment experience and a keeper talk. Details will be mailed to Safari Society homes, so be on the lookout for that special envelope!

February 21 (Sunday)
8:30–10:30 a.m.

Zoo Director's Series

The Gorilla Rehabilitation and Conservation Education Center (GRACE) was established through the cooperative efforts of the Fossey Fund, the Congolese wildlife Authority, and the Tayna Center for Conservation Biology. Located in the eastern Democratic Republic of Congo, GRACE is the only place in the world that rehabilitates highly endangered Grauer's gorillas that have been orphaned by poaching. General Curator Beth Schaefer serves as co-chair of the Animal Care and Welfare advisory group, a team of zoo professionals from supporting institutions who lend their expertise to the GRACE staff. Joining Schaefer for this presentation is GRACE executive director, Dr. Sonya Kahlenberg. This presentation includes wine and hors d'oeuvres. Safari Society donors, watch the mail for your invitation.
January 23 (Saturday)
3–5 p.m.

JANUARY–FEBRUARY 2016

zooscape

Member Newsletter of the Los Angeles Zoo and Botanical Gardens

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Registration
is now open!



ED-ZOO-CATIONAL Adventures

FOR MORE DETAILS, GO TO WWW.LAZOO.ORG/EDUCATION/CHILDRENSCLASSES/. TO REGISTER, GO TO 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 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.

Eyes On the Side

February 3 (Wednesday), 5 (Friday), and 6 (Saturday)



The Nose Knows

March 2 (Wednesday), 4 (Friday), and 5 (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.
Critter '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.

Fabulous Flamingos

February 10 (Wednesday), 12 (Friday), and 13 (Saturday)



Loveable Lemurs

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

Great Grasslands
January 31 (Sunday)

Delving into the Desert
February 28 (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)

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. Contact Sean den Bok at 323/644-4212 for assistance.

SPRING ZOOCAMP

Welcome the season with us during spring break! Children ages four through nine will have a blast turning over a new leaf during Spring ZooCamp. 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. Extended care is available for an additional fee. Registration begins February 1.
March 21 (Monday) through 25 (Friday)

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.