



San Diego Zoo

A New Chapter

For 30 years, we've had the honor of working alongside our conservation partners in China to make a difference for giant pandas. We look forward to a new chapter in our conservation partnership as we continue to ensure the species and the bamboo forests they depend on remain on the path to recovery. With allies like you by our side, we're safeguarding the future for giant pandas and the world's wildlife.

There Are Three Ways to See Giant Pandas

at the San Diego Zoo

1. GIANT PANDA TIMED TICKETS

Secure a complimentary Giant Panda Timed Ticket the same day as your Zoo visit. Simply scan the ticket QR code upon arrival to receive a timed ticket. You may also request a Giant Panda Timed Ticket at the Tours & Membership booth inside the Zoo next to map locator #4. Timed tickets are complimentary, limited, and first come, first served.

2. STANDBY LINE

Members and guests who do not have a Giant Panda Timed Ticket may join the standby line at any time from 9:30 a.m. until giant pandas are off habitat or the Zoo closes, whichever occurs earlier. The standby line does not guarantee Panda Ridge access and is first come, first served.

3. EARLY MORNING WITH PANDAS WALKING TOUR

We offer a special 60-minute Early Morning with Pandas Walking Tour **for an additional fee**. An expert guide will lead you to exclusive viewings of giant pandas at Panda Ridge. You can make a prepaid advance reservation for the Early Morning with Pandas Walking Tour on our website or by calling (619) 718-3000.

Dates and offerings are subject to change; please visit sandiegozoo.org for the latest events and happenings.

For hours please visit our website



FAQs

How far in advance can I select a day and time to access the giant panda habitat?

Giant Panda Timed Tickets are only available at the San Diego Zoo on the same day as your visit. These tickets are complimentary, limited, and first come, first served.

Where can I get my complimentary, day-of-visit Giant Panda Timed Ticket?

There are signs with a QR code before entering the San Diego Zoo, as well as inside the turnstiles throughout the Zoo. Simply scan the timed ticket QR code upon your arrival to be directed to a special website to select your time electronically. You can also receive a Giant Panda Timed Ticket at any open ticket booth when you purchase your admission ticket or at the Tours & Membership booth inside the Zoo near map locator #4.

What times are available for a complimentary, day-of-visit Giant Panda Timed Ticket?

Complimentary, day-of-visit Giant Panda Timed Tickets are available for time slots every 15 minutes between 9:30 a.m. and 3 p.m. daily. If there are no more spaces available, guests may join the standby line at any time from 9:30 a.m. until giant pandas are off habitat or the Zoo closes, whichever occurs earlier.

What if the daily allotment of Giant Panda Timed Tickets is already given out before I arrive?

The San Diego Zoo opens daily at 9 a.m., and we recommend arriving early to ensure you receive a Giant Panda Timed Ticket. Giant Panda Timed Tickets are offered on a first come, first served basis, and there is a daily limit to the number of available times each day. Members and guests who do not have a Giant Panda Timed Ticket may join the standby line at any time from 9:30 a.m. until giant pandas are off habitat or the Zoo closes, whichever occurs earlier. The standby line does not guarantee giant panda habitat access and is first come, first served.

How much time can I spend at the giant panda habitat?

To support as many guests as possible throughout the day, guests will be encouraged to continue moving along the pathway, with each visit to Panda Ridge lasting approximately 15 minutes.

Am I guaranteed to see a giant panda with my Giant Panda Timed Ticket?

No. Wildlife habitats at the San Diego Zoo are multidimensional, offering opportunities for wildlife to explore and thrive. Panda Ridge includes grasses, tree logs, boulders, and other features that may limit your ability to view the pandas as they navigate their landscape. In addition, wildlife may be temporarily cared for in private behind-the-scenes habitats at any time by our team of specialized wildlife care and health experts.

Is the giant panda habitat accessible to guests with disabilities or mobility assistive devices?

Yes, Panda Ridge is accessible to all guests. A complimentary ADA shuttle service is available on an on-call basis for guests with mobility-related disabilities to access our lower canyon area near the panda habitat. The shuttle is equipped with a power lift and can accommodate all standard wheelchairs and standard-size ECVs. On the day of your visit, please feel free to discuss any special needs you have at our Guest Services/ADA Services Podium in the admissions plaza.

For more information and FAQs, scan the QR code or visit sandiegozoo.org

