

Supplementary table 1. Questionnaire.

Q1: Does it appear the physical environment meets the needs of the animal(s) in terms of basic provisions (food, water, shelter)?

- Yes
- No
- Somewhat
- Not Clear
- Not Applicable

Q2: Does it appear the physical environment meets the needs of the animal(s) in terms of size?

- Yes
- No
- Somewhat
- Not Clear
- Not Applicable

Q3: Does it appear the physical environment meets the needs of the animal(s) in terms of complexity and appropriate measures of the species (i.e. can a flighted bird species fly)?

- Yes
- No
- Somewhat
- Not Clear
- Not Applicable

Q4: Does it appear that social environments are appropriate in terms of the number of animals, species, demographic composition (age, sex)?

- Yes
- No
- Somewhat
- Not Clear
- Not Applicable

Q5: Does the animal have the ability to avoid being disturbed by guests?

- Yes
- No
- Somewhat
- Not Clear
- Not Applicable

Q6: Does each animal have the ability to avoid being disturbed by other animals?

- Yes
- No
- Somewhat
- Not Clear
- Not Applicable

Q7: Does each animal have the ability to avoid being disturbed by animal care activities (cleaning, facility maintenance, and repairs)?

- Yes
- No
- Somewhat
- Not Clear
- Not Applicable

Q8: Does it appear that the animal(s) are supplied with a variety of opportune activities at hand?

- Yes
- No
- Somewhat
- Not Clear
- Not Applicable

- Q9: Does the animal(s) appear to be in positive physical condition (i.e. healthy weight)?
Yes
No
Somewhat
Not Clear
Not Applicable
- Q10: What is your level of comfort around this kind of animal?
Very uncomfortable
Somewhat uncomfortable
Neither uncomfortable nor comfortable
Somewhat comfortable
Very comfortable
- Q11: Do you have previous experiences with this type of animal? If so, was/is it...
Positive
Negative
Neutral (neither positive or negative)
I have not had any experiences with this type of animal before
- Q12: If you were to describe your likeness of this type of animal, how would you rate your level?
Highly likeable
Likeable
Neutral opinion of the animal
Unlikeable
Highly unlikeable
- Q13: Do you own any amphibians or reptiles as a pet?
Yes
No
Not at this moment, but I have within the past 3–5 years
Not at this moment, but I have more than 5 years ago
- Q14: Are you a member of the zoo?
Yes, I am a member of this zoo
No, I am not a member of this zoo
No, I am a member of a different zoo
- Q15: In a typical year, how often do you visit a zoo?
0–2 times per year
3–5 times per year
6 or more times per year
- Q16: What is the highest level of education you have completed?
High school
Some college, but no diploma
Undergraduate degree
Graduate degree (masters, professional, doctorate)
- Q17: What is your gender?
Male
Female
Non-binary
Prefer not to say