



# Birthday Party FAQ's

## **Do I have to have a certain amount of guests to book a party?**

The birthday package requires payment for a minimum of 35 guests (a "guest" is considered to be all adults & children age 2+). No proration is given to parties smaller than 35 guests, but you are able to add additional guests for \$42.00 per person or \$44.00 per person, depending on membership status of the person booking. Tembo Gardens can accommodate up to 50 guests. Additional charges will be added following the party. This will be charged to the booking party.

## **Do I have to pay full price for children less than 2 years of age?**

Children under the age of 2 are free.

## **If my guests have a zoo membership, do I need to include them in my guest count and pay for them?**

Yes. They do need to be included in your count to enter Tembo Gardens. If you are a current zoo member, you will receive a discount on the party package as a benefit of your membership.

## **Do I have to pay for parents?**

Everyone 2 years or older MUST be paid for. This includes parents as well as children.

**What if I have guests that arrive late?** The front gate staff will direct late arrivals to Tembo Gardens.

## **What can I expect at my birthday party?**

During your party, we reserve Tembo Gardens privately for you and your guests. Most guests use the time to visit with their guests, eat, and open presents.

## **What is the Zoo policy for bringing food into the birthday party?**

You may bring in your own **commercially prepared** cakes or desserts. Dessert plates, forks, and napkins are included in your package for your desserts. Your package includes any two catering bundles of your choice. You can place this order with the Birthday Party Coordinator.





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## Continued

### **Can I bring additional decorations and/or games?**

Yes. You will have access to Tembo Gardens 30 minutes prior to your party time, table decorations are welcome. **Due to the safety of our animals no balloons, glass, confetti or anything that could fly into an exhibit is allowed on zoo grounds.** Please do not tape or staple on the fence. Decorations should be removed promptly at the end of the party.

### **What is your refund policy if the birthday party needs to be cancelled?**

**Deposits to reserve the birthday party venue are non-refundable.** If you need to reschedule your party for any reason, you must notify the birthday party coordinator at least 20 days prior to your event in order to transfer your deposit to a different available date. If you are within the 20 days, your deposit can only be transferred if the original date is rebooked.

### **When is my final payment due?**

Final payment is due 8 days prior to your scheduled party with your final headcount.

### **Is there a place I can store my items prior to or after the party?**

We do not have any storage facilities for food or presents before or after your event.

### **What do we do in case of inclement weather?**

Tembo Gardens is an outdoor venue. All parties will commence rain or shine.

### **Can we bring goody bags for the children?**

Yes! You are welcome to bring your own. However, we do have a gift for each child at your party as well.

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