



# BIRTHDAY PARTY **FAQS**

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

### ***Jungle Bungalow***

The birthday package includes a total of 25 guests (a guest is all adults & children ages 2 and up). No proration will be given to parties smaller than 25 guests, but you are able to add additional guests for \$20.00 per person. Jungle Bungalow can accommodate up to 50 guests. The birthday staff will provide wristbands for all the guests that attend. You will be informed by the birthday staff of how many wristbands are given out, and you will be charged for the additional guests following the party.

### ***Tembo Garden: Butterfly Birthday Party***

The birthday package requires a payment for a minimum of 35 guests (a guest is all adults & children ages 2 and up). 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. The birthday staff will provide wristbands for all the guests that attend. You will be informed by the birthday staff of how many wristbands are given out, and you will be charged for the additional guests following the party.

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

Children under the age of 2 are free and will not be counted towards the guest count.

## **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 the private event space. 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. We **DO NOT** have the capacity for any of your guests to pay for themselves.

## **What if I have guests that arrive late?**

The staff at the Main Entrance will direct any late arrivals to the event space.

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

Enjoy a privately reserved party space (Jungle Bungalow or Tembo Garden) for you and your guests. Most guests use the time to visit, eat, and open presents.

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

You may bring your own commercially prepared cake or desserts. Dessert plates, forks, and napkins are included in your package for your desserts. All other food needs to be ordered through the Zoo's catering team. Ask your Event Coordinator for catering options.

**Note:** The Tembo Garden party package includes two catering bundles of your choice.

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

Yes, you will have access to the party space 30 minutes prior to your party time. Table decorations are welcome. For the safety of our animals, no balloons, glass, glitter, or confetti are allowed on Zoo grounds. Please do not tape or staple on the fence. Anything that can fly into an animal exhibit is prohibited. 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 event coordinator at least 20 days prior to your event to transfer your deposit to a different available date.

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

Final payment is due 8 days prior to your scheduled party with your final headcount. Payment for any additional guests will be charged to the card provided on the cc authorization form following the party.

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

#### ***Jungle Bungalow***

Please speak with your coordinator about storing items prior to your party. Birthday staff are not available to store any items after your party.

#### ***Tembo Garden: Butterfly Birthday 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?**

Both of our birthday spaces are outdoor venues. All parties will commence rain or shine. The birthday staff will be able to add additional coverage for food/drink and present tables.

## **Do you provide goodie bags?**

### ***Jungle Bungalow***

Goodie bags are included if you purchase our decoration package, but you are welcome to bring your own. The items included depend on availability but typically contain a mini coloring book/crayons, bubbles, a keychain, and another item. The birthday staff will get a count of children in attendance and bags will be put out towards the end of the party.

### ***Tembo Garden: Butterfly Birthday Party***

Yes, goodie bags are included, but you are more than welcome to bring in your own. The items included depend on availability. The birthday staff will get a count of children in attendance and bags will be put out towards the end of the party.

## **Can my guests enter early if we purchase the 2pm party?**

Yes, you and your guests have access to the Zoo all day on the day of the party. It is highly recommended to arrive early to enjoy the Zoo before the party since the Zoo closes at 4 pm. You and your guests can enter through the Membership line at the Main Entrance. Verify the birthday child's name to receive your wristband at the Membership window. The parents of the birthday child have early access to the event space starting at 1:30 pm for drop off and set-up. The birthday staff will be there to assist you at that time.

## **What animals will be brought with my animal presentation?**

Parties in Jungle Bungalow can add on an animal presentation. Animals used for the presentations are selected based on which animals choose to participate on that day. Due to weather and feeding schedules, we cannot guarantee any specific choices. Some animals that typically come are armadillos, large bugs, snakes, tortoises, rabbits, large lizards, and opossums. Note that animal presentations are subject to cancellation if there are poor weather conditions.

## **What activities work well in the space?**

You are welcome to bring in your own activities that comply with our decoration guidelines. Some activities that work well are:

- Coloring projects
- "Pin the tail" games
- Bingo
- Bubble Machines
- Face Painting
- Pipe Cleaner crafts.