

Frequently Asked Questions

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

The birthday package includes a total of 20 guests (a "guest" is considered to be all adults & children age 2+). No discount is given to parties smaller than 20 guests. The event venue, Jungle Bungalow, can accommodate up to 70 guests.

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 Fresno Chaffee Zoo membership, do I need to include them in my guest count and pay for them?

Yes, Fresno Chaffee Zoo memberships do not apply toward private events such as birthday parties. Birthday parties include Zoo admission and much more. The fee covers the cost of the program. Parents and siblings of your guests (members or non-members) are welcome to enjoy the Zoo during the party free of charge, however, everyone that is present during the party is considered a guest. 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 of age or older must be a paying participant. This includes parents as well as siblings.

When are we allowed in the space?

You will be allowed into the Jungle Bungalow 30 minutes before the party starts for any additional set-up or decoration.

When do party guests enjoy the Zoo's exhibits and attractions?

All day! Your guests are welcome to enter the Zoo when we open and stay until the Zoo closes.

What if I have guests that arrive early or late?

On the specification of the birthday party they are attending, the ticket booth staff will direct late arrivals to the Jungle Bungalow. If they are early, they are welcome to enjoy the Zoo before the party.

Do you have somewhere that we can store cake or ice cream?

Yes. Upon your arrival to the Jungle Bungalow, please let your party hostess know that you would like to store your items in our refrigerator. However, after the completion of your party, all food must be removed and cannot be stored.

What kind of animal will you bring if I add on the Party Animal package?

The health and well-being of the animals at the Zoo is extremely important to us. Therefore, the animal ambassadors that we use for these types of programs are on a schedule so that they do not become overused or stressed. Because of this, guests are unable to choose the specific animal and we can never guarantee that a specific animal will be able to attend your party.

What can I expect at my birthday party?

During your party, we reserve the Jungle Bungalow privately for you and your guests. Most guests use the time to visit with their guests, eat and open presents. You may add on an animal presentation to enjoy during your party.

What is the Zoo's policy for bringing food to the birthday party?

You may bring in your own food (lunch, cake, cupcakes) that has been commercially prepared. Ask your Event Coordinator for catering options if you would like to order food from the Kopje Lodge. Remember to bring plates, napkins and service-ware if bringing in food. Dessert plates, napkins, and service ware are included with the birthday package.

Can I bring additional decorations and/or games?

Yes. You will have access to the Jungle Bungalow 30 minutes prior to the start of your party and table decorations/games are welcome. Due to the safety of the animals, balloons, glass, glitter and confetti and not prohibited 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?

All party cancellations and refund requests must be submitted to the Fresno Chaffee Zoo events department at least seven business days before the party. Please note that the deposit is non-refundable and will be retained upon cancellation.

When is my final payment due?

Final payment is due Friday the week prior to your scheduled party with your final headcount.

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

Unfortunately, the Zoo is unable to store items before and after birthday parties. Once your party has ended, all belongings must be removed. No items may be left in the party space as we will either be setting up for the next party or closing the party area.

What do we do in case of inclement weather?

Jungle Bungalow is an open-air outdoor pavilion. All birthday parties will commence rain or shine.