



# Birthday Party FAQ's

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

The birthday package includes a total of 25 guests (a "guest" is considered to be all adults & children age 2+). No proration is given to parties smaller than 25 guests. The event venue, Jungle Bungalow, can accommodate up to 50 guests, but during this time, our maximum capacity is 25.

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

Children under the age 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 the Jungle Bungalow. 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 a paying participant. This includes parents as well as children.

**What if I have guests that arrive late?** The front gate staff will direct late arrivals to the Jungle Bungalow.

## **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.

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

You may bring in your own cake or cupcakes that have been commercially prepared. Ask your Event Coordinator for catering options if you would like to order food from the Kopje Lodge. 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 your party time, table decorations are welcome. Due to the safety of our animals no balloons, glass, glitter or confetti 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?**

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 on the Tuesday 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?**

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

**Do you provide goody bags?**

Goody bags are included if you purchase our decoration package, but you are welcome to bring your own.

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