



Birthday Party FAQ's

Do I have to have a certain number 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 you are able to add additional guests for \$20.00 per person. The additional charges will be added following the party. This will be charged to the booking party immediately following the party.

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.

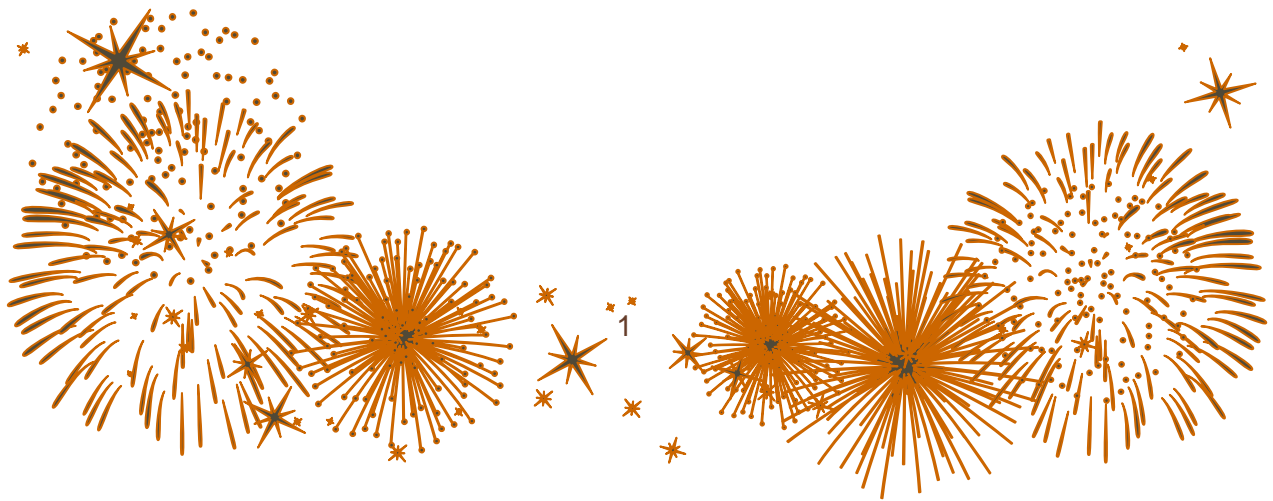
Do I have to pay for parents?

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

What if we booked the afternoon party?

The zoo closes at 4pm when the party ends. You and your guests have all day access to the zoo the day of the party. It is highly recommended to come in early before the birthday party to enjoy the zoo beforehand. You and your guests can head to the main entrance and inform staff that you are there for the birthday party and verify the birthday child's name. You will then be allowed in and instructed to head to Jungle Bungalow at the start of your party, where you will receive your wristband from the birthday staff.

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 **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 if you would like to order food from the Kopje Lodge.



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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. 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?

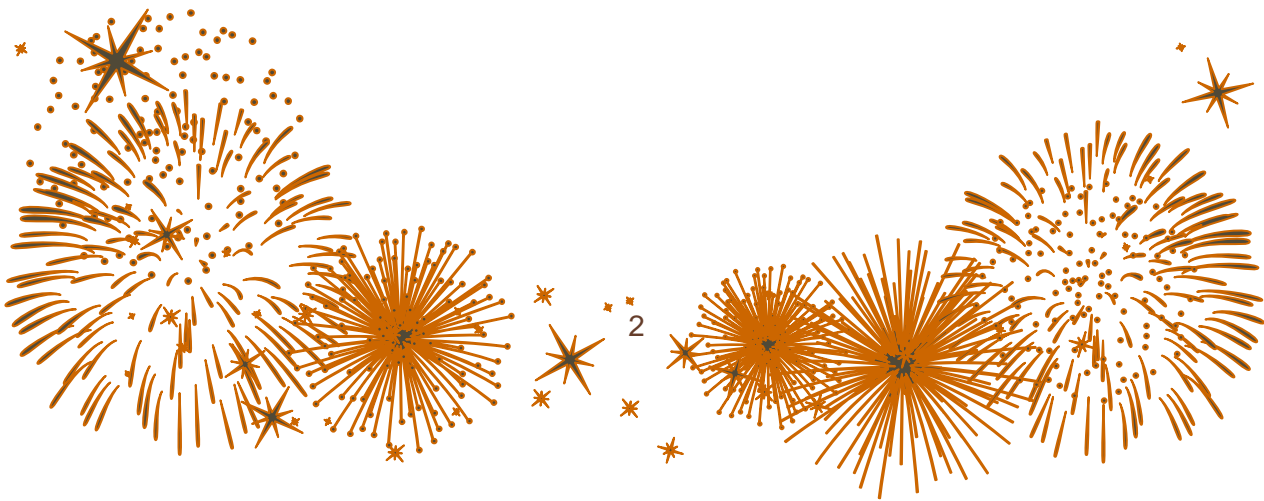
Deposits to reserve the birthday party venue are non-refundable. If you need to reschedule your party for any reason, you must notify the birthday party coordinator at least 20 days prior to your event in order to transfer your deposit to a different available date. If you are within the 20 days, your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





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What do we do in case of inclement weather?

Jungle bungalow is an open-air, outdoor pavilion. All parties will commence rain or shine. The birthday staff will be able to add additional coverage for food/drink tables.

Do you provide goody bags?

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

What animals will be brought with my animal presentation?

Three animals will be brought to your party with this add on package. Animals used for the presentations are chosen by the zookeepers on the day of your party. Due to weather and feeding schedules, we cannot guarantee any specific choices. Some animals that typically come are armadillos, large bugs, snakes, tortoises, rabbits, hedgehogs, large lizards, and opossums.

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

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