

# BIRTHDAY FAQs

To save you time, we include a list of answers to our most frequently asked question



## Is there a Zoo Member discount?

- Yes, if you are a current Zoo Member then we can discount the base package of \$27.95 to \$26.95 for each guest. A membership ID must be provided at the time of booking.

## Can I remove an item(s) from the base package?

- You may remove whatever items you wish; however, the price will not change and the value of those items cannot be put towards something else.

## Does the package's 'per guest' price apply to both children and adults?

- Yes, the price applies to any guests of 2 years and older.

## How do my guests get into the Zoo?

- No later than 7 days before your party, you will submit to us your guest list (template provided). Based on this guest number, we will arrange wristbands and maps to be given to each guest upon their arrival at the birthday check-in table. This is located in front of the turn styles at the Main Zoo Entrance. Check-in closes 1 hour after your party's official start time. After that, party guests will be required to pay for regularly priced Zoo admission tickets.

## What furniture and decorations are included?

- Each event space comes with a certain amount of chairs and tables, together with linen for the buffet. We decorate the buffet, however you are responsible for any personal decorations and these must be pre-approved by your birthday coordinator. Balloons, streamers, confetti, and glitter are strictly prohibited.

## Can I bring food in or take food out, of the Zoo?

- No outside food can be brought onto Zoo premises. The exception is if you wish to bring in a birthday cake. However, don't forget that we can offer a cupcake tower! Taking food & drink off premises is not allowed for liability reasons.

## What is a typical party schedule?

- The party starts promptly at your pre-agreed start time, with your guests enjoying food and refreshments, being entertained by the goodies and games, and concludes after exactly 2 hours (unless an extension is paid for).

## How do I confirm my party?

- We book parties on a 'first-come first-served' basis and a party is not confirmed with us until we receive a signed contract and 50% deposit. Deposits are non-refundable, so please be 100% sure of your commitment when booking.

## What is the cancellation or reschedule policy?

- Cancelled parties are non-refundable and parties must happen rain or shine with no option to reschedule. Please consider this policy when booking. Should you book the Outdoor Space and rain is forecast, we will try to move your party to the Indoor Space, if it is available, however we can make no guarantees.

## What is an Animal Encounter?

- An Animal Encounter is when a live animal is brought to your party. Guests learn about the animal from its keeper and depending on the animal, they may be able to touch it and take pictures. We need at least two weeks notice and although unlikely, encounters may be delayed or changed due to animal welfare reasons.



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