



Birthday Party Program Guidelines

General Information:

- Attendance is limited to the number of individuals for which you have reserved, as determined by your package selection. This number is driven by legal occupancy limits, and includes all persons: adults and children (including the birthday child, their parents and siblings, and any infants in attendance.) Please consider this when determining your guest list, and whether it will be a drop-off party. If more than the maximum number of people arrive, the birthday party parent is responsible for determining who is permitted to stay.
- Parties take place in the DeFouw Education Center at 2404 Wallace Avenue, unless otherwise indicated. The party parents may park in the public parking lot on Wallace Avenue (across from Arni's Pizza), if available, for loading and unloading purposes, and enter through the service gate located in that lot. Parking may be limited and cannot be guaranteed. Please note, construction projects may limit or eliminate access to this gate. We recommend that you contact the Zoo Education Department a few days ahead of your party to check on status. All party guests should enter through the main entrance gate, unless otherwise instructed by Zoo staff.
- The Education Center has two classrooms. Parties will be scheduled for a specific room based on availability and capacity considerations. The Zoo reserves the right to relocate a party to an alternate classroom space if needed.
- Parties include a two-hour room reservation. The order of activities is: animal presentation, photo, free-time. Zoo staff facilitates approximately the first half of the party. Party parents are responsible for planning and facilitating the free-time portion of the party.
- During the free-time portion of the party, the party parent may elect to visit Zoo exhibits if the Zoo is open to the public. During winter months when the Zoo is closed, no exhibit access is available.
- Parents who wish to include free-time crafts or other activities which require materials from outside (tools, glues, etc), or who wish to contract these services from outside providers, must seek approval from party hosts prior to the start of the party.

Health and Safety:

- The party parent is responsible for children's behavior and whereabouts at all times. Children are not permitted to leave the Education Center without an accompanying adult.
- The party parent is responsible for collecting emergency contact information for all minors in attendance, acting in loco parentis, and for transporting any child not picked up at the end of the party.
- The presenter will explain the behavioral expectations to the children at the beginning of the animal presentation. Presenters may end the animal presentation/party early due to excessive noise, unruly or disrespectful behavior.
- No eating or drinking may take place during the animal presentation.
- Participants may come into contact with or within proximity of allergens. Please share this information with party guests.

Animal Considerations:

- Special requests for animal appearances will be considered, but cannot be guaranteed. To safeguard the well-being of our animal friends, the Zoo reserves the right to make substitutions when necessary. Only eligible Animal Ambassadors can appear.
- Animal carriers are not to be disturbed by any party guest. A reasonably quiet volume must be maintained at all times.

Animal Considerations, continued:

- Participants under the age of 3 require an adult to sit with them during the animal presentation to facilitate animal touching opportunities and administer hand sanitizer after touching the animals. Young children may need additional adult assistance during the photo and craft session.
- A single animal will be selected by zoo staff for the photo session. Special requests will be considered but cannot be guaranteed. Some animals are not suitable for photo-taking. Personal photos may be taken during the presentation. Please avoid using flash. In order to maintain the pace of the program, presenters will not stop for posed photos.

Decoration and Refreshment Policy:

- Access to the party room will be available 30 minutes prior to the scheduled start time to allow time for decoration, if desired.
- No tape is allowed on the walls. You may tape banners or signs to cabinetry, doors or door frames with masking tape only. No poster putty, glue, other adhesives, push pins, staples, nails or other hanging hardware may be used.
- Mylar balloons only. No rubber-latex balloons due to animal safety hazards. All balloons must leave with you at the end of the party. No pinatas are permitted.
- Only standard birthday candles are permitted. Sparkler candles are prohibited.
- All table surfaces are sanitized prior to each party. Table coverings are not required, but may be provided by the party parent, if desired.
- All refreshments and paper goods are to be provided by the party parents.
- Human grade refrigeration is available. Space is limited.
- Colorful drinks must be contained within a juice box or similar container.
- The Zoo is an alcohol, tobacco and drug-free zone. These items are strictly prohibited.
- Hot plates and open-flamed chafing dishes are prohibited. Crockpots in good working repair are permitted. No other food preparation devices may be used without advance authorization.
- If having food delivered, consult the Zoo Education Department prior to the party to inquire about delivery instructions. An adult representative of the party must meet the delivery person at the location designated.

Payment Policies

- Payment in full is required at the time of reservation.
- Your fee is determined by the package you select. No refunds will be made for guests that do not attend/participate. If the participation maximum is exceeded, additional fees will apply. The fire code occupancy maximum may not be exceeded. The Zoo reserves the right to limit participation due to facility constraints and to maintain quality control.
- A holdover fee may apply if the room is not vacated within 30 minutes of the scheduled party end time.
- Any damage to the Zoo's facilities or property resultant from program use, failure to adhere to guidelines, or guest negligence/behavior may result in additional fees.



Happy Birthday!