



# Birthday Party Program Guidelines

## General Information:

- Participation is limited to the number of participants for which you have reserved. Participants are defined as individuals that are participating in the animal presentation, photo, and craft session, or any portion thereof. Adult chaperones and non-participating infants or teenagers are not counted as participants, but must be counted towards the fire code room occupancy limit. The number of individuals in your party group may not exceed the fire code room occupancy limit for the assigned party room.
- Parties take place in the DeFouw Education Center at 2404 Wallace Avenue, unless otherwise indicated. Guests may park in the public parking lot on Wallace Avenue (across from Arni's Pizza). Instruct your guests to enter Zoo grounds via the Education Program gate in the northeast corner of that parking lot. Parking may be limited and cannot be guaranteed. An entry sign is located at the gate. Party parents may hang additional temporary way-finding signs in designated locations. Signs must be removed at the end of the party.
- 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, craft, 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, instruct the delivery personnel to enter the Zoo grounds by the Education Program gate on Wallace Avenue. An adult representative of the party must meet the delivery person at the gate.

## 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. Absolute participation maximums: Ocean Room/Voyage Package - 18, Savannah Room/Safari Package - 25. 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!