



## **2012 Denver Zoo Corporate Event Policies**

### **Denver Zoo/Event Policy Guideline**

- All events at Denver Zoo are rain or shine.
- No pets are permitted on Denver Zoo grounds.
- Feeding of Zoo animals including free roaming animals is strictly prohibited.
- Smoking is strictly prohibited on Denver Zoo grounds.
- Children under the age of 16 must be supervised at all times.
- Children ages 3 and over must have event tickets.
- Denver Zoo members whom attend Corporate Events must use event tickets.

### **Event Booking**

- All bookings are on a first come, first serve basis.
- All bookings must be made at least one month prior to event date.
- Booking early ensures priority for event space and date reservations.
- Non-Profit organizations with a status of 501 (c) 3, 501 (c) 10 or 501 (c) 19 are eligible for a discounted rate with proper paperwork.

### **Payment Policy**

- To guarantee your event, a signed contract along with a 75% deposit is due within 2 weeks of receiving a contract from Denver Zoo. The remaining 25% balance is due one week before your event. You may pay the full amount at once or anytime thereafter, but the full balance must be paid one week prior to the scheduled event date.
- Payments should be made payable to Denver Zoological Foundation. Denver Zoo proudly accepts all major credit cards and checks.
- Any fees incurred the day of the event (i.e. additional event tickets, sound system rental, scavenger hunt, etc.) must be paid within 30 days of event date. If final payments are not received within 30 days of the event the company's account will be placed on hold and forfeit its right to use services from Denver Zoo until payment is received.

### **Cancellation Policy**

Any cancellation must be submitted in writing via e-mail, fax or certified mail.

- 100% will be refunded if cancelled 90 days prior to event date.
- 50% of the 75% deposit will be refunded if cancelled 61 days prior to event.
- 0% will be refunded if cancelled within 60 days or less prior to event date.

- If a cancelled event reschedules within 30 days of the cancellation date with new date within 90 days of the original date, 100% of deposit and fees will be applied towards the new rescheduled event.

### **Promotional Materials**

Event Manager must approve all promotional materials mentioning the Denver Zoo produced for your event. Approval includes invitations, programs, press releases, etc. prior to its printing, broadcasting or release. Please allow sufficient time for approval.

### **Load-In/Out Policy**

Requirements for vehicular access during the Zoo's operational hours must be submitted in writing in advance for approval and all vehicles on-site must be escorted by appointed Zoo staff. Entrance to your event space will not be accessible until 1.5 hour prior to contracted event time.

### **Music Policy**

Outdoor day-time events may not have music. Music for inside day-time events is subject to approval from the Events Manager. For evening events all bands, DJ's, and entertainment performances must arrive to Denver Zoo for sound check before event is opened to its guests.

### **Storage**

Storage facilities are not provided for events. All items in conjunction with events must be brought on the day of the event and removed immediately after. Any items that must be shipped to Denver Zoo in conjunction with an event need prior approval. All deliveries must be pre-arranged and approved by event coordinator and must be delivered during regular shipping hours; preferably on the day of event. Items remaining after an event will incur a \$150.00 holding fee. Items that are not picked up within 30 days of an event will be disposed or donated.

### **Equipment and Supplies**

Denver Zoo is unable to provide equipment and supplies such as: ladders, extension cords, string, zip ties, scissors, tape, etc. Clients must provide these items should they be needed.

### **Parking**

Parking for both day-time and evening events is complimentary. Parking cannot be guaranteed and is available on a first come first serve basis. Denver Zoo encourages the use of alternative transportation.