



Important Information and Frequently Asked Questions

How do I make a **WILD BIRTHDAY PARTIES** reservation?

We recommend that you review the **WILD BIRTHDAY PARTIES** information on our website before you make a reservation. This includes the flyer and optional add-ons sheet, as well as this frequently asked questions guide that will help you understand our policies and procedures. Once you have reviewed the options, you may make a reservation by email, fax or phone.

- Just fill out the **WILD BIRTHDAY PARTIES** *Reservation Request* and fax or email it to us, and a Birthday Party Representative will call you within 2 business days to confirm your reservation and answer any remaining questions.
- If you prefer to make a reservation by phone, we suggest filling out the **WILD BIRTHDAY PARTIES** *Reservation Request* before you call. It will help the Birthday Party Representative walk you through the reservation process a bit more efficiently.
- The Base Package price (\$260 for members, \$280 for non-members) is due at the time you make your reservation. All payments are final and non-refundable.

When are my final balance and guest count due?

Your final guest count, as well as any additional "add-on" options, is due **five days prior** to your party date, along with the payment of your remaining balance. If the balance is not paid in full 5 days prior to the party, the party will be canceled and all materials and reservations forfeited.

When will I receive the invitations? What if I need more or have some left?

After we receive your base package payment and make your reservation, we will send out a confirmation receipt and your invitations within 3 business days. If your guest list grows and you need more invites, just give us a call or email. All we ask is that you return unused invites so we can re-use them in future parties. You may return extras the day of your party.

What is the Zoo's cancellation policy for **WILD BIRTHDAY PARTIES**?

Denver Zoo adheres to a no refund cancellation policy. If you are unable to attend your party, the payments you have made are considered charitable contributions and are therefore tax deductible. However, all ride tokens and coupons are good for one year after the date of your party. You may call to arrange pickup of these items, along with your party favors and birthday child gift, at a later date. The party room reservation, educational live animal program, and any add-on food orders cannot be rescheduled. Parties will take place regardless of weather, unless the zoo itself is closed (in which case full refunds will be issued or we can work with you to reschedule your party).

What should I expect when I arrive?

Upon your arrival to the Zoo, a package will be waiting for you at the Boettcher Welcome Center, at the main entrance. You (the party host) should enter the center while the rest of your guests remain outside. A Guest Services representative will give you your package, which will include zoo admission tickets, tokens good for the carousel or train (one per child), and gift shop coupons for each guest.

- Your Denver Zoo Birthday Party Host will meet you at the main entrance **10 minutes before** your scheduled Birthday Party time. The host will greet and

- help gather your group, help you load any presents or other materials onto our birthday cart, and escort the entire group to your private party room. You'll then get your party kicked off with a fun, interactive and educational program tied to your child's favorite animal.
- If your scheduled Birthday Party time is later in the day, you may wish to have your guests meet you at the zoo early and tour the exhibits before the scheduled time of your private presentation and party room. You'll still check in at the Boettcher Welcome Center as described above, and can pass out the admission tickets and ride tokens to your guests. Then you're free to enter the zoo and enjoy the exhibits at your own pace. Just remember to have your **entire group** meet back at the main entrance plaza, just inside the gate, **10 minutes prior** to your scheduled Birthday Party time. Your Denver Zoo Birthday Party Host will meet you there to escort your entire group to the party room and private program.

What if some of my guests do not show up, or I have more guests attend than I expected? What if some guests show up late?

We cannot issue refunds for guests who do not show up, but you are welcome to use extra train, carousel and admission tickets through the last day of the year.

It is possible to purchase tickets at the gate for additional guests on the day of the party, but doing so may delay your party start time and cut short your educational live animal program. We advise giving yourself some leeway in timing, and listing an earlier party start time on your invitations than your actual scheduled Birthday Party reservation.

The Denver Zoo Birthday Party Host cannot wait for late arriving guests, because party rooms and educational live animal programs are tightly scheduled throughout the day. Guest Services can hold pre-paid tickets for late arriving guests at Boettcher Welcome Center, but be advised that late arrivals may miss the educational live animal program. Once the program is started (at the beginning of your party), we cannot bring late guests into the room while the animals are out. They are welcome to join at a break, when the Denver Zoo Birthday Party Host can let them in.

Are there a minimum or maximum number of guests for a party?

Due to room size, birthday parties are limited to a maximum number of 30 people. If you have needs that require more than 30 guests, we can discuss options based on room availability, but a larger space may not be possible.

How do we handle birthday guests that are Zoo members?

Birthday parties are more than just Zoo admission. While adult zoo members can enter the zoo for free by showing their membership card at the gate, please do include them in your guest count, as the party room has space limitations. Children, whether members or non-members, cost the same rate for birthday parties, as they receive additional birthday goodies such as favors, ride tokens and the private program with live animals!

What do people usually do for the one hour in the party room?

Many people use this time to open presents and have cake. We also have many add-on options to help fill out your party. You may pre-order pizza and pitchers of drinks to provide lunch, or you may wish to consider the variety of Zoo Educator-led activities like games, crafts, guided tours or temporary spray tattoos we have available for an additional fee. They take the party worries away from you, and allow you to sit back and enjoy the celebration. See the *WILD Party Add-Ons* sheet for more information.

May we bring in our own food for the party?

You are welcome to bring your own special birthday cake, however no additional food or beverages are allowed in the reserved Birthday Party room. We have add-on options of beverages and pizza, as well as animal themed birthday cupcakes that you may wish to consider. In addition, you are welcome to take your party guests to any of the zoo's restaurants or snack bars before or after your reserved party room time. You are also more than welcome to bring a picnic lunch and utilize any of the zoo's outdoor seating areas on a first-come, first-served basis, before or after your scheduled party room time.

May we bring in decorations?

Denver Zoo provides all décor, tablecloths and tableware. For the safety of our animals, balloons, streamers, piñatas, stickers, and confetti are not allowed. You are welcome to bring in a personalized banner if you wish. No other decorations are permitted. We pre-decorate, so all you have to think about is the celebration! We also handle cleaning of the room after your party, so you can head off to enjoy the zoo worry-free!

What about party favors?

Each child included in your final headcount will receive a souvenir party favor. Favors include a special zoo cup or water bottle, kids straw and animal tattoo. You are welcome to add more items to the favors, but it is not necessary. Please be aware that for the safety of our animals, the zoo does not allow balloons, confetti, stickers or whistles on grounds.

Can we store food or presents?

We do not have storage facilities for food or presents. Lockers are available for a small fee at the stroller rental facility. We have a birthday party cart that can help to move presents between the main entrance and the party room. Or, we suggest bringing a wagon to help you cart items between the zoo and your vehicle. We do have wagon rental onsite, to help carry items (or children!) throughout the zoo.

Can we use the room for a longer period of time?

No. The Zoo schedules parties back to back with a brief cleaning/set-up time in between. Because of the quick turnaround, we must insist that you adhere to your party times.

Can we schedule a guided tour of the Zoo?

Yes! As an add-on feature, our Birthday Party staff is delighted to lead your group on a 40-minute guided tour of your child's favorite animal/area of the zoo. Please refer to the *WILD Party Add-Ons* sheet for details and parameters for purchasing a guided tour. All tours are in public areas of the zoo, not behind the scenes.

Another great tip if you choose not to schedule a guided tour is to plan your party activities around the regularly scheduled animal shows and keeper talks that happen daily at the zoo. An up to date schedule is always available online at www.denverzoo.org. If you plan wisely, your party can feel like one special experience after another, as there's always something to see and do at Denver Zoo!

What if we want to ride the carousel AND the train?

Tickets for the carousel and train can be purchased at the ride booth. Only one ride on either the train or the carousel is included for each child in the party package. Please note that the train and carousel may not run the day of your party if the temperature is below 50 degrees. However, the coupon is good for one year from your party date.

Are there certain rules or safety procedures the guests should follow?

Health and safety are one of our top considerations in Zoo programs. Participants will be given program rules upon arrival and are expected to follow these rules during their entire stay at the Zoo. For everyone's safety, we reserve the right to end the program for an individual or group if the rules are not respected.

What if I want to have a birthday party at the zoo, but don't need the reserved party room or all the extras?

Denver Zoo welcomes you to have a special day at the zoo without planning a formal birthday party. You can conveniently purchase admission tickets for your guests online or at the ticket window when you arrive. Tokens for the train and carousel can be purchased separately at the attraction ticket booth. Zoo concession stands offer a variety of foods, or you may bring your own picnic basket and eat in one of our outdoor areas. Kibongi Market gift shop is a great source for party favors and souvenirs. The private, live animal demonstrations, guided activity add-ons and party room food options are only available for **WILD BIRTHDAY PARTIES** clients booking a party package.