

# CALLING ALL PARTY ANIMALS FAQ:

## Can I bring outside food for my party?

All food must be provided by the Cincinnati Zoo's Caterer, SSA. However, any desserts, cakes, or goodie bags may be provided by the birthday host from an outside vendor.

***\*Please provide us with any allergies prior to the party.***

## What ages are parties suited for?

Our parties are best suited for children ages 3 to 10. You may book this party for an adult, but the programming is based on children and is not adjustable. For a more customized experience, please reach out to [privateevents@cincinnati-zoo.org](mailto:privateevents@cincinnati-zoo.org).

## Can I bring decorations?

Yes! The only restrictions are balloons, piñatas, confetti/glitter, and thumbtacks.

***\*Please note that we do not provide decorations for your party.***

**Recommendations:** sustainable table covers, themed paper plates/cups, and fun party favors.

## Am I able to add extra time to my party?

Please contact us at least two weeks prior to your party to check if extra time can be accommodated with our team. Parties running over their allotted time may be charged **\$100 per 30 minutes**.

## Will an animal encounter be included?

"Calling All Party Animals" parties will NOT automatically include a small animal visit! This is something that can be added to your package at an additional charge. If you do add an animal encounter to your party that can consist of snakes, lizards, and turtles/tortoises. **\*DISCLAIMER\*** You will not be able to choose an animal for your party—it is up to which animal wants to come out that day! You can suggest an animal, but it is not guaranteed. If you have further questions about an animal encounter, please reach out to your party coordinator.

## If my guests have a membership to the Zoo, do they need a ticket?

No, members do not need a birthday ticket for Zoo entry. They will be able to enter the Zoo how they normally would.

## How much do additional tickets cost after the 20 included in the package?

Extra tickets after the 20 included tickets will be \$14.00 each (any-age tickets). Tickets include parking.



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## **Do I need to purchase a separate ticket to attend PNC Festival of Lights?**

No, birthday party admission includes admission to PNC Festival of Lights and does not require a separate ticket.

## **Where will my guests and I park?**

The host of the party will be able to park in the Education Building parking lot, along with one other VIP car. All other party guests can park in any of the Zoo's parking lots or have the option of street parking. We strongly recommend letting your guests know to arrive early, as weekends get busy here!

## **Can I have more than 30 people in the Discovery Forest classroom?**

The Discovery Forest party room can fit no more than 30 people comfortably.

## **What should I bring?**

We encourage you to bring your own dessert, themed tablecloths, a camera, ice, candles, fun party plates and utensils, and something to take any leftover food home with you!

## **Can I bring my own activities?**

Yes! You are welcome to bring your own games and activities for your party. However, we do recommend purchasing our party game packages!

## **Can I get into the party room early?**

As the party host, you will receive a complimentary 30 minutes to set-up for your party. Any additional time beyond that will accrue an additional charge and will need to be communicated prior to the party date.

## **Are there food options available for guests with food sensitivities?**

If you or your guest have a food allergy or sensitivity, please contact us to discuss your options.

## **What is the cancellation policy for birthday parties?**

If you cancel within 2 weeks of your party, you will be responsible for all catering and add-ons ordered. If you cancel more than 2 weeks out from your party date, you will not be charged for your catering and add-ons ordered. However, your deposit is non-refundable.

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## How will my guests receive their tickets?

Your guests will be able to walk straight to the front entrance and say they are here for your party. They will then be given their admission and parking ticket. They do not need to wait in the ticketing line.

## What time will the animal appearance arrive?

If you add an animal encounter to your party, it will arrive around 2:15pm or 2:30pm depending on your party time. Please ask your coordinator or check your confirmation email to see the animal's arrival time.

## What time will my food be delivered?

Food will be delivered at the beginning of your party. If you would like your food to arrive any later than the start of your party, please let us know when filling out your order form.

## When will I have to make the final payment for the party?

Your final payment will need to be made after you place your final order for your party. Final payment will be due no later than three business days before your party unless otherwise discussed with your coordinator.

## What does the party game package include?

The party game package includes the Hungry, Hungry Fiona game, Place the Party Hat on the Elephant, party placemats, coloring sheets + crayons, and a scavenger hunt through Discovery Forest.

## I really want one of the party game options, but don't need the rest.

### Can I purchase one of them separately?

Yes! We can assist you with adding a specific game to your order. Please reach out to [birthdays@cincinnati-zoo.org](mailto:birthdays@cincinnati-zoo.org) for assistance.

## How many tables will I receive for my party in Discovery Forest?

You will be given 4 tables for dining surrounded by 6 chairs each and 2 tables for food and presents. We provide 6 ft rectangular tables. If you want to add more, there may be an additional charge.

## Will a caregiver need to be present with the child?

While we encourage a parent to stay with their child during the party, there only needs to be 1 adult present per every 7 children while in the Zoo.



# CALLING ALL PARTY ANIMALS FAQ:

## What will the “itinerary” for the 2-hour party be?

The time is your own! Food will be delivered at the start of your party and if an animal encounter is added to your order, they will arrive part of the way through your party. Add-ons and games ordered through us do not have a certain time frame and can be done at any time. There is plenty of time for you to play games, eat dessert, and open gifts.

## What if we are late for our party time?

If you are late for your party time, we will not be able to extend the time in the end. Each party booking is allotted 2 hours only. You will be expected to end the party at the original end time.