



BIRTHDAY PARTIES FAQ:

What ages are parties suited for?

Our Let's Get Wild! Parties are best suited for children ages 3 to 10 and our Wings of Wonder VIP Experience Parties are best for kids aged 6 and up. 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@cincinnatizoo.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 (tables are 6ft x 2.5ft), themed paper plates/cups, and fun party favors.

Can I bring outside food for my party?

All food must be provided by the Cincinnati Zoo's Caterer, SSA. However, any desserts, cakes, goodie bags, small snacks, and drinks not offered by SSA may be provided by the birthday host from an outside vendor.

****Please provide us with any allergies or dietary restrictions prior to the party.***

Will an animal encounter be included?

A portion of the cost of any Wings of Wonder VIP Experience Party includes a donation to the World Parrot Trust and comes with a private meet and greet with a bird or another animal member of the Wings of Wonder team. Let's Get Wild! birthday party packages will NOT automatically include a small animal visit. This is something that may be added to your package at an additional charge depending on animal and staff availability. ***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.

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 **\$50 per 30 minutes**.

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 ones already included?

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

What should I bring?

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

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, especially with the tables and chairs present in the room.

Where will my guests and I park?

If your package includes VIP parking, the party hosts can park in the Education Building lot along with one additional VIP car. All other cars can park in any of the Zoo's parking lots or use street parking nearby. We recommend letting guests know to arrive early as weekends get busy here!

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! Please review our prohibited decorations to know what supplies may not be allowed at your party. If you have specific questions, please contact our team to ask.

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.

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, timing will be dependent on your party date and 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.

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, socialize, and open gifts.

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. Hungry, Hungry Fiona is only available to purchase with an indoor party space reservation.

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@cincinnatizoo.org for assistance.

What if we have a smaller party and do not need the full package?

We've got a great option for smaller groups! Our Let's Get Wild package is designed for flexible, budget-friendly celebrations. Check out the inclusions on our website or reach out with questions. **Please note:** packages cannot be altered for fewer guests, and items cannot be swapped between packages. However, you can add extras to the Let's Get Wild package to make it your own!

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

You will be given 6 tables total—4 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. The Discovery Forest party rooms can only fit an additional 2–3 tables.

How many tables will I receive for my Let's Get Wild party in Lale'enok?

You will be given 2 rectangular tables and bench style seating will be available for up to 20 guests. If you need more seating or tables, please let us know and we can plan accordingly.

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.

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.

Can we order food?

Yes! With any birthday party at the Cincinnati Zoo & Botanical Garden, you can add food to your celebration. Please refer to the birthday catering packages provided by your birthday coordinator, or reach out to birthdays@cincinnati-zoo.org for more information.

Do we get a coordinator with a Let's Get Wild party?

No coordinator is included, but your outdoor shelter will be reserved for one hour and set up with your name on a sign before you arrive. Before and/or after your shelter time, you're free to explore the Zoo at your own pace!

Can we book an animal encounter with our Let's Get Wild party?

You cannot book a private animal encounter with a Let's Get Wild party, but you can look at our website for available Behind-The-Scenes tours or pre-planned public animal encounter events happening throughout the Zoo.

What if there is bad weather on my party date?

Birthday parties at the Zoo are rain or shine! If you've booked an indoor party space, you'll still get to enjoy your celebration no matter the weather. In the rare case that severe conditions require the Zoo to close, we'll contact you right away with next steps. Since the Cincinnati Zoo & Botanical Garden is an outdoor venue, please plan ahead and dress for the weather. We'll keep an eye on conditions leading up to your party, but a little preparation goes a long way!