

Booking Information

Parties are on a first-come, first-served basis and require full payment (payment includes a \$50 non-refundable deposit) when the party is booked. Any extra charges incurred during the party are due by end of party. We do not refund for parties smaller than expected.

What staff members will be available for my party?

Your party will include a host and assistant (Premium Package Parties will include two assistants!) Your birthday celebration begins with a Party Host that will greet your guests in a private building. The Party Host will also lead the group through activities based on the theme of the party. Meanwhile, the Party Assistant(s) will engage with the children and adults, serving drinks and/or food to party families and friends. If the family chooses to open gifts in the room, the Party Host or Party Assistant will be taking notes for you, to keep a record of the gifts given. The Birthday Party Coordinator will also greet you upon your arrival and is available to assist in any way possible!

Is the train available for my party?

A group train ticket is included in your party package. The group ticket will be distributed at the end of your party and is valid for the total number of your guest for that date only. The ticket is a one-time use only, so be sure all party guest are present when the ticket is redeemed.

When are parties available?

The zoo hosts birthday parties on Saturdays at 10:00 am & 1:00 pm. Parties last 90 to 120 minutes, depending on the package.

How far in advance do I need to reserve my party date and time?

Parties must be booked at least 1 week in advance. Holding a reservation requires a \$50 non-refundable deposit.

Is there an invitation for me to hand out to my guests?

For your convenience, themed, printable birthday invitations are available for download from our website. You will be emailed a link for download when the party is booked. The invitations include a map on the back.

Can I bring I bring my own food or drink?

Alexandria Zoo's standard and premium party packages include a sheet cake, ice cream, lemonade, fruit punch and water. If you would like to add additional food or beverage selections brought from home, please contact the Birthday Coordinator to make arrangements. A refrigerator and freezer are located in the party room for your convenience, which are available for your use during your party hours only.

Can I request certain animals for the encounter?

Each party is based on your chosen theme, including the animal encounters. We cannot guarantee a certain animal for your party, but we do our best to honor any requests. Please note that animal encounters are based on animal availability.

Can I bring gifts and decorations?

You are welcome to open gifts in the room. For your convenience, the zoo decorates the building based on your chosen theme. For the safety of our animals, we do not permit outside decorations for birthday parties. In addition, balloons, straws, glassware, piñatas, silly string, confetti, whistles or other noisemakers are not permitted to be on zoo grounds.

What kind of cake is provided?

The Standard Package Party comes with a themed cake. The cakes are ¼ sheet, single layer cake with buttercream frosting that serves 12-28. You can select from chocolate or vanilla as the cake flavor. The Premium Package Party comes with an upgraded, signature themed cake. The cakes are ½ sheet, single layer cake with buttercream frosting that serves 30-40. You can select from chocolate or vanilla as the cake

flavor. Please inform the Birthday Coordinator of any food allergies. We will try to accommodate any special requests or dietary needs. Adhering to zoo policy, no birthday cakes can be brought in from the outside.

How many guests does the basic price for the Standard Package include?

The standard package (\$350/\$325) includes up to 25 people. This includes adults, members and children (age 2 & Up). Children 1 & under are FREE. If you have more than 25 people, you will need to upgrade to the Premium Package.

How many guests does the basic price for the Premium Package include?

The premium package (\$450/\$425) includes 40 people. This includes adults, members and children (age 2 & Up). Children 1 & under are FREE. The Activities Building has a maximum capacity of 40 people. For parties over 40 additional venue space will be required (please call for pricing).

If we and/or our guests are FOTAZ Members, do I still have to pay the Package price and include them in the count?

Our birthday party packages offer a lot more than admission! All adults and children over age 1, including the birthday family, must be included in the count even if they are members. Only registered guests will be allowed in the party room, no extra guests are allowed. FOTAZ Members receive a \$25 party package discount.

What happens if it rains?

Birthday party reservations are held rain or shine. Please let all your guests know ahead of time to check the weather and be prepared for whatever it entails.

What do I do when I arrive at Alexandria Zoo?

When you arrive at Gate 13, the Party Assistant will check you in and direct you to the Activities Building. The Birthday Party Coordinator will be available in the building to assist in guiding guests. Multiple parties are booked in a single day so please arrive at the designated birthday room no earlier than 15 minutes prior to your party. Please instruct your guests to arrive at your designated party time. The Party Host will start your party no later than 5 minutes after the designated time.

Where do the guests park and when should they arrive?

We recommend guests park in the parking area behind Bringham Field, which is next to Gate 13. Party guests will check in with the Party Assistant at Gate 13, and then proceed to the Party Room in the Activities Building. It is suggested that guests arrive 15 minutes prior to party time to allow adequate time for parking and walking to the party room. It is extremely helpful if your guests arrive promptly. If your guests arrive after the party start time, they will be unable to enter at Gate 13. They will need to check in at the Main Zoo Entrance.

What if I need to cancel my party?

Over Two (2) Weeks Prior to Your Party: The balance minus the \$50 non-refundable deposit will be refunded.

Two (2) Weeks Prior to Your Party: No refund will be issued since the date and time has been reserved for you and it may not be filled.

Late party arrivals risk a compromised time schedule. No refunds are available for late arrivals. A party will be considered cancelled if the Birthday family doesn't arrive within 30 minutes of the designated party time.

What if I need to reschedule my party?

Should you have a change of plans and need to reschedule your party, you may contact the Birthday Party Coordinator at 318-441-6818 or birthdays@thealexandriazoo.com. Alexandria Zoo can transfer the \$50.00 deposit to another date if one is available, up to 2 times.

What if I still have questions?

Please contact the Birthday Party Coordinator at 318-441-6818 or birthdays@thealexandriazoo.com. We will respond to you as quickly as possible.