

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. We do not refund for parties smaller than expected.

What personnel will be available for my party?

Your party will include a host and assistant. 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 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.

Is the train ride included?

Yes, train rides are included with the birthday package.

When are parties available?

The zoo hosts birthday parties on Saturdays at 10:00 am & 1:00 pm. Parties last 2 hours.

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

Parties must be booked at least 2 weeks 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?

Yes, outside food and non-alcoholic beverages are permitted to be brought in for your party. Please note plastic straws, plastic lids, and glass containers are not permitted. 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. The party package includes ice cream, lemonade, and water. A themed ½ sheet cake is available as an add-on item for an additional \$50.

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?

The party room is themed with animal/nature decor. Due to time constraints, outside decorations are not allowed. For the safety of the animals, balloons, piñatas, glitter, confetti, straws, noisemakers, silly string, piñatas, and whistles are not permitted anywhere inside the Zoo.

Can I bring gifts?

You are welcome to open gifts in the room.

Is a cake is provided?

A cake is not included in the package, but is available as an add-on item for an additional \$50. Choose a vanilla or chocolate single layer ½ sheet cake with frosting that serves 30-40. The themed cake is personalized with the birthday child's name.

How many guests does the Premium Package include?

The package includes up to 35 people. This includes the Host Family, adults, children ages 2 & up, and FOTAZ Members. Children 1 & under are FREE.

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 parties are held rain or shine. Please let 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 Host 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.

Where do the guests park and when should they arrive?

We recommend guests park in the parking area behind Bringhurst 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 Host 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.

- Alexandria Zoo reserves the right to refuse access to a person or persons under the influence of excessive alcohol or drugs, or whose conduct is such as to make them objectionable to others or the safe operation of the Zoo.
- The Hosting Family has access to the Zoo for only the 15 min prior to their scheduled party time and then any remaining time after their party until the Zoo closes. All Birthday Guests must enter through Gate 13, unless arriving late and entering through the Main Gate, where they must check in.
- Children cannot be left alone in the zoo. Children are the responsibility of the Hosting Family, not the Alexandria Zoo.
- Alexandria Zoo shall not be responsible for loss of or damage to any property of the Hosting Family or Party Guests caused by theft, fire, accidental damages, or weather.
- The Hosting Family will be responsible for any damages accrued to Zoo property or facility by any other means than normal wear and tear.
- The Hosting Family may not assign or sublet to others the space and activities provided through this agreement.
- Children must be supervised at all times on the playground equipment, in the building and while walking in the Zoo.
- The playground is designed for ages 5-10.

For the safety and welfare of our animals and visitors, the following rules apply:

- **THE FOLLOWING IS PROHIBITED:**
 - Smoking, including the use of vape products, anywhere inside the Zoo
 - Firearms and weapons (even if you have a concealed carry endorsement). This includes items that appear to be weapons, including toy guns.
 - Alcoholic beverages and illicit drugs
 - Harassing the animals or intentionally harming an animal is prohibited. You will be escorted out of the zoo.
 - Dogs or other pets (Service animals are permitted.)
 - Drones or any similar remote-controlled vehicles/flying devices
 - Selfie sticks, loud noise makers and lasers
 - Picking the flowers or foliage, climbing trees, or disturbing the landscape so everyone has an opportunity to enjoy the many beautiful things growing throughout the Zoo.
 - Balloons, plastic straws, plastic lids, and glass containers
 - Skates, roller blades, skate boards, scooters, and bicycles
 - Distribution of any advertisement, circular or handbill, or solicitation of funds or pledges of contributions within Zoo property
 - Any other items deemed dangerous, suspicious, or inappropriate
- **ADDITIONAL RULES:**
 - All of our animals are on special diets. People food is not on their menu, so please do not share your food with them. Fish food can be purchased to feed the koi only.
 - Shirt and shoes are required.
 - Stay on the sidewalks and in designated public areas.
 - Do not sit children or other objects on railings, fences, or other barriers.
 - Do not hang objects over railings, fences, or other barriers.
 - The Zoo may take photographs of your party during your visit to the Zoo. These photos may be used by the Zoo for both internal and public publications, including the Zoo website and social media channels.
 - Student/commercial filming and photography must be approved by the Zoo in advance.
 - If someone is acting inappropriately or dangerously, they may be escorted from the Zoo. If you see someone acting in this manner, please contact a Zoo staff member immediately.