

Akron Zoo Birthday Party - Frequently Asked Questions

What is included with a birthday party?

Zoo-It-Yourself birthday parties include a reserved party space for 2.5 hours, birthday party invitations, admission and parking for 15 guests (*any combination of adults and children*).

Zoo-It-Yourself PLUS parties include a reserved party space for 2.5 hours, birthday party invitations, admission and parking for 15 guests (*any combination of adults and children*), snacks, drinks, party favors and Akron Zoo souvenirs.

An Akron Zoo staff member will set up party space before your arrival and will clean the party space at its conclusion. *Zoo-It-Yourself* parties are self-led by you.

Zoorific Deluxe birthday parties include a reserved party space for 3 hours, unlimited carousel rides, birthday party invitations, admission and parking for 15 guests (*any combination of adults and children*), snacks, drinks, party favors, Akron Zoo souvenirs and a dedicated Zooper-hero party helper to serve your group, guide your guests through the zoo and attend to your birthday party needs.

How many guests are included in the birthday party?

Your party package includes Akron Zoo admission and free parking for up to 15 guests (*any combination of adults or children*). The Guest of Honor is free and does not count toward your total guest count (*limit 1 free birthday child*).

What if I have more than 15 guests?

If you expect more than 15 guests to attend your party, there is an additional cost per person.

Do I have to pay for infants?

Children under two years of age are free and are not counted toward your party size, however free infants will not receive party favors or Akron Zoo souvenirs.

What is the maximum number of guests I can have for a birthday party?

15-20 guests are the ideal number of guest for an Akron Zoo birthday party. Overall party size for *Zoo-It-Yourself* and *Zoo-It-Yourself PLUS* parties is limited to no more than 20 guest. *Zoorific DELUXE* parties have a limit of no more than 30 guests. For larger party sizes we recommend our Group Facility Rental Packages.

Some of my guests are Akron Zoo Members. Do they get in for free?

Admission for Akron Zoo Members **is not free** when they are attending an Akron Zoo birthday party. Each guest in attendance will be counted toward your final guest count. If there are more than 15 people who attend your party, there is a fee for additional guests regardless of whether or not they are Akron Zoo members.

How will my guests enter the zoo?

Admission wristbands are mailed to the party host in advance. It is the responsibility of the host to distribute admission wristbands to their party guests. All guests attending the party, with the exception of children under the age of two, will need to wear an admission wristband to enter the zoo.

What about parking?

Parking is free for birthday party guests and attendees will not be charged for parking when they arrive.

Where is the party location?

Your party will take place in one of our 3 outdoor party locations. These locations include 2 canopy covered party spaces next to our Conservation Carousel and a covered patio space next to the entrance of the Komodo Kingdom café. We will select the location of your party based on your estimated guest count and preference.

Does my party come with birthday cake and ice cream?

Akron Zoo does not provide cake, cupcakes, ice cream or candles.

Can I bring my own food?

You are welcome to bring food, refreshments and birthday cake into the Akron Zoo, however we ask that you provide your own tableware and serving utensils for any food items you bring. We do **not** provide storage for food and are unable to provide to-go containers for leftover food.

Zoo-It-Yourself PLUS and Zoorific DELUXE birthday parties receive 2 pizzas, popcorn, goldfish crackers, animal crackers, water and punch or lemonade (selection is based on availability and is subject to change). *additional pizzas can be purchased for \$14.00 each.*

What about decorations?

Your party space includes a “Happy Birthday” sign with the Guest of Honor’s name on it and two linen covered tablecloths.

For the safety of our animals, we do not allow balloons, piñatas, silly string or confetti. Decorations that require nails, tape or hardware are not permitted. Decorations are not permitted to be hung on the walls, ceilings or posts. Please do not bring complex decorations. You have a very limited amount of time to set-up for your party, so typically the natural scenery of the zoo is sufficient for the allotted timeframe.

How do I check-in for my party?

You will need to arrive no earlier than 30 minutes prior to the start of your birthday party to meet with an Akron Zoo staff member who will show you to the party location and provide you with any additional admission wristbands you may need. Please schedule your guests to arrive at any time after that. You will be responsible for distributing admission wristbands to your party guests.

What if it rains?

Birthday parties are held in all-weather conditions and temperatures including rain. If you choose to cancel your party, the payment is non-refundable.

Requests to reschedule a party must be received at least one week prior to your contracted party date and are subject to availability. Rescheduled parties are also subject to pricing changes, menu changes and changes in the experience offered. Akron Zoo reserves the right to refuse a rescheduling request.

When do I make my payment?

A non-refundable deposit of \$100 is due at the time of booking. That deposit will then be applied to the final balance of your birthday party experience. Your final balance MUST be paid no later than 1-week before your scheduled party date.

Can I pay for additional time to make my party longer?

Additional party time is not available and the party space must be vacated at the party's scheduled end time. Please be sure to arrive on time for your gathering.

Should I tip my Zooper-hero party helper?

No, Akron Zoo staff members are not permitted to accept tips. If you feel your Zooper-hero party helper did a great job, please send us an email letting us know how much you enjoyed their help and we will make sure they are recognized for the job well done.

What is an animal encounter? And can I choose a specific animal?

Animal Encounters are an up-close look at one of our education animal ambassadors presented by one of our education staff members. Some examples of the small mammals and reptiles who may visit your birthday include the armadillo, chinchilla, rabbit, guinea pig, tenrec, bearded dragon, gecko, snake, turtle or tortoise.

We are unable to request a specific animal for your party because our animal ambassadors are limited by many variables outside of our control. We will try our best to honor requests such as "no snakes" or "no furry animals", but we cannot guarantee which animal will visit your party.

Animal Encounters must be scheduled at least 2 weeks prior to your birthday party date and are limited by availability.

Is there somewhere I can store presents after the party, while we're exploring the zoo?

The zoo is a busy place. Your presents and other personal items would be better stored in the trunk of your car when you are away from your party space.

Do we need to wear face coverings?

Face coverings and masks are not required for guest who are fully vaccinated against covid-19. Unvaccinated guests are strongly encouraged to wear a face covering.

If you have any other questions, please feel free to email us at birthday@akronzoo.org