



## Wild Lights Birthday Party - Frequently Asked Questions

### **Party Packages**

Zoorific Birthday BASIC parties include:

- A reserved party space for 1.5 hours
- Birthday party invitations
- Akron Zoo birthday gift for the guest of honor
- Admission and parking for 15 guests (any combination of adults and children)
- One birthday child admission is free

Zoorific Birthday DELUXE parties include:

- A reserved party space for 1.5 hours
- Birthday party invitations
- Akron Zoo birthday gift for the guest of honor
- Admission and parking for 15 guests (any combination of adults and children)
- One birthday child admission is free
- Snacks, drinks, party favors and Akron Zoo souvenirs

An Akron Zoo staff member will set up the party space before the host's arrival and will clean the party space at its conclusion.

### **How many guests are included in the birthday party?**

- The 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 the total guest count (limit 1 free birthday child).

### **What if multiple children are celebrating their birthday?**

- One birthday child is included with each party package. Additional birthday children would count toward the total guest count. Additional birthday child gifts can be purchased for \$10 each.

### **Do the birthday child's parents count toward the number of guests included?**

- Yes. With the exception of the guest of honor, anyone who enters the party space is considered a guest of the party and will be counted toward the guest count. This includes siblings, family and chaperones.

### **Do I have to pay for infants?**

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

### **What happens if I have more than 15 guests?**

- If there are more than 15 guests to attend the party, there is an additional cost per person.

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

- The birthday party locations have a limited amount of space. The ideal number of guests for an Akron Zoo birthday party is 15-20 and the maximum guest count is 35 guests.

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

- Admission for Akron Zoo Members is not free when they are attending an Akron Zoo birthday party and Akron Zoo members will be counted toward your birthday party attendance.

### **When is the final guest count and final payment due?**

- The final guest count and final payment are both due 1 week before the party. The host should call the birthday extension by the due date to give the final guest count. Food orders and other details about the party will be finalized at that time as well as processing the final payment.

### **Can my guests purchase their own admission at the ticket counter?**

- No. Any guests attending the birthday party need to be paid for by the host 1 week before the party. Any guests who purchase their own admission at the ticket counter are not permitted to be in the party space.

### **How will my guests enter the zoo?**

- The host will receive admission wristbands for the guests during check-in. It is the host's responsibility to distribute the admission wristbands to the party guests.
- We recommend designating a friend or a family member to assist with this task so the host may remain in the party space with guests who have already entered the zoo.
- 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.

### **Will my guests have to pay for parking?**

- Parking is free and attendees will not be charged for parking when they arrive.

### **Where is the party location?**

- These parties take place at a reserved space in the zoo's covered, enclosed and heated Komodo Kingdom Patio. Two parties may take place at this location during the same time frame; however, each party will have its own separate reserved area.

### **Does my party come with birthday cake and ice cream?**

- We do not provide cake or ice cream but you do have the option to add-on cupcakes or cake pops to your party for an additional cost.
- Bringing ice cream is not recommended as the guests will not have access to the Akron Zoo's freezers and will not be able to store frozen items. Guests are allowed to bring their own coolers.

### **What happens if there is inclement weather?**

- The Akron Zoo is open rain, snow, or shine, so the party will still be scheduled regardless of the weather. If, in the rare occasion, the Akron Zoo closes due to heavy snow or extremely cold temperatures, the group sales staff will contact the host to notify them about the closure and look into rescheduling the party.

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

- Guests 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.
- The Akron Zoo does not provide storage for food and are unable to provide to-go containers for leftover food.
- When purchasing items for the party, please consider the Akron Zoo's conservation efforts by using reusable or compostable items, purchasing water bottled in aluminum instead of plastic, etc.

DELUXE birthday parties have the following food included with the package:

- Two 16" pizzas\*, fresh popped popcorn, kettle chips and goldfish crackers. Beverages include water and fruit punch or pink lemonade (selection is based on availability and is subject to change). \*additional pizzas can be purchased for \$14.00 each.
  - Pizzas, snacks, and drinks can also be added on to the BASIC party package.
- Add-on options like cake pops, cupcakes, and veggie trays are available as add-on options for all party packages.

### **What about decorations?**

- The party space includes an A-frame "Happy Birthday" sign with the guest of honor's name on it and two linen covered tables (color varies).
- For the safety of our animals, the Akron Zoo does not allow balloons, piñatas, silly string or confetti.
- Decorations that require nails, tape or hardware are not permitted. Decorations are not permitted on walls, ceilings, or posts.
- Other guests have brought themed plates, cups, and tablecloths with pop up style centerpieces for the tables.
- To align with the conservation efforts at the Akron Zoo, many items provided for the party are reused, composted, and recycled. The Akron Zoo encourages guests to bring recyclable materials and minimal decorations to cut back on landfill waste.

- There is a very limited amount of time to set up for the party (30 minutes), so typically the natural scenery of the zoo is sufficient for the allotted timeframe.

**Do you have a party helper option?**

- Our parties are self-led. At this time we do not provide a party helper for your party. If questions or concerns arise during the party time, the group sales staff can be contacted and can address them.

**What if I need to reschedule my party?**

- Rescheduling a party is a possibility and needs to be made 24 hours in advance. The Akron Zoo would then work with the host for a new date. Not all experiences scheduled for the original party may have the availability to be rescheduled.

**Can I purchase additional time to make my party longer?**

- Additional party time is not available for purchase, and the party space must be vacated at the party's scheduled end time.

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

- There is not a space available on grounds to store party items. The presents and other personal items would be better stored in the host's car at the end of the party.

For any other questions, please email [birthday@akronzoo.org](mailto:birthday@akronzoo.org) or call (330) 375-2550 ext. 7300