

Wild Lights Birthday Party - Frequently Asked Questions

What is included with a birthday party?

Zoorific BASIC birthday parties include a reserved party space for 1.5 hours, birthday party invitations, admission and parking for 15 guests (*any combination of adults and children*).

Zoorific PLUS parties include a reserved party space for 1.5 hours, birthday party invitations, admission and parking for 15 guests (*any combination of adults and children*), snacks, drinks, party favors and Akron Zoo souvenirs.

Zoorific ROYALE birthday parties include a reserved party space for 1.5 hours, unlimited carousel rides, unlimited train rides, 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. All parties are self-led by you.

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*).

Who is counted in attendance? 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 your guest count. This includes siblings, family and chaperones.

What happens 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.

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

Our birthday party locations have a limited amount of space. 15-20 guests are the ideal number of guest for an Akron Zoo birthday party. Overall party size for *Zoorific BASIC* and *Zoorific PLUS* parties is limited to no more than 30 guest. *Zoorific ROYALE* parties have a limit of no more than 40 guests.

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.

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.

What if multiple children are celebrating their birthday?

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

How will my guests enter the zoo?

You will receive admission wristbands for your guests during check-in. It is your responsibility to distribute the admission wristbands to your party guests. We recommend designating a friend or a family member to assist with this task so you 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 for birthday party guests and attendees will not be charged for parking when they arrive.

Where is the party location?

Wild Lights parties take place in our enclosed, covered and heated Komodo Kingdom patio next to the carousel and the entrance of Komodo Kingdom café. Two separate birthday parties may take place in this location at the same time and each party will have its own designated reserved party space.

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.

Zoorific PLUS and Zoorific ROYALE birthday parties receive two 16" pizzas, fresh popped popcorn, kettle chips, 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 on the walls, ceilings or posts. Please do not bring complex decorations. There is 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.

What are the party favors and souvenirs?

The *Zoorific BASIC* birthday party does not include party favors or souvenirs but the birthday child will receive an Akron Zoo souvenir drawstring backpack with a toy bag.

For *Zoorific PLUS* and *Zoorific ROYALE* birthday parties, the birthday child receives an Akron Zoo souvenir drawstring backpack with a toy bag, a zoo animal plush, a safari print wristband and an Akron Zoo

souvenir cup. Each child receives a zoo animal plush a safari print wristband and an Akron Zoo souvenir cup (*selection is based on availability and is subject to change*).

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 your group's admission wristbands. You will be responsible for distributing admission wristbands to your party guests so please schedule your guests to arrive no sooner than you will be able to meet them.

What happens if it snows or the weather is bad?

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 your party must be submitted to birthday@akronzoo.org at least 24-hours prior to your party's scheduled date and start time. There is a \$100 rescheduling fee for requests received less than 24-hours prior to your party's scheduled date and start time. Rescheduled parties are subject to availability, 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 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. Please be sure to arrive on time for your gathering.

Is there somewhere I can store presents after the party, while we are 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.

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