

Zooper Party

Frequently Asked Questions:

How do I book my Zooper Party and when will it be confirmed?

You just go to www.nashvillezoo.org and click on "events and parties" then "kid's parties". Once there you request a party date to check availability. We will contact you with any available party times and rooms and send you a Zooper contract. Fill out the contract and mail, fax, or email it back in or if you prefer we can take your reservation over the phone.

When will my party be confirmed and when will I receive my invitations?

Once we receive your party agreement and payment you will receive a confirmation letter with enclosed invitations. Your package includes all benefits listed on the Party Agreement, including admission and parking for all guests. Your guests will be required to present their invitation, provided by you, to the receptionist at the Croft Center front desk for admission. Packages include 10 invitations. Additional invitations can be purchased for \$1.00 per invitation.

What is your cancellation policy?

Please note the parties will take place regardless of weather.

- A \$75 cancellation fee will be retained for all parties cancelled after initial booking and at least 8 days prior to party date.
- A \$100 cancellation fee will be retained for all parties cancelled within 7 days of the party date. Additional cakes and catering must be cancelled at least 4 days prior to the party date to be refunded.
- Partial refunds can only be issued for parties cancelled a minimum of 24 hours prior to the party date. Cancellations after this time will not be eligible for refund.

If you are unable to attend your party your payments are considered a charitable donation and are therefore tax deductible.

Who is counted as a guest? What if they are Zoo members?

We offer two party packages to accommodate a party with up to 10 guests **OR** a party of up to 20 guests. With both the 10 guest and 20 guest packages any guests that exceed the amount allotted within your party contract will be charged at a rate of \$10 per guest. All additional guest charges will be placed on your credit card the day of the party.

All guests 2 years of age or older will be counted as party attendees and any additional guests will be charged accordingly.

In the case of zoo members attending your party, they are attending a special zoo party with benefits outside of zoo membership and will be counted in your party attendance. Any additional zoo member guests will be charged accordingly.

What if Unexpected Extra Guests arrive?

This will be left to your discretion. If you are trying to limit the number of people in attendance, we advise you word your invitations in a manner that will reflect your outcome. All attendees will be counted as guests of the party. If you ask them to leave and they would still like to visit the Zoo, then they will have to go to the front gate to purchase a ticket. Only your party guests are permitted to enter the Zoo through the Croft Center.

Do I need to bring anything to the party?

Feel free to bring games or additional favors (hats, blowers, etc.) that you wish to supplement the party. **We do not allow balloons, piñatas, confetti, glass, or straws which are potentially fatal to our animals if ingested.** You may also bring table clothes and additional decorations (please see set up for further information).

Can we bring our own food?

You are welcome to bring in your own food but will be responsible for providing your own tableware for additional items. We have a small refrigerator/freezer if you'd like to store ice cream or food 1/2 hour prior to your party. Any left over food may not be stored in our refrigerators due to the needs of the next party. If you would like food items other than those offered in the contract please contact the Catering Sales Manager at 615-445-7825 for menus and pricing. **Please note the following general rules of the Zoo apply for additional food and beverage: No outside caterer allowed on premise. No alcohol.**

When does my party start? End? What is the set up / clean up schedule?

Your party will start at the top of the hour of your time slot. The Party Room, located in the Croft Center, will be set up approximately ½ hour before the party time. You may arrive a ¼ hour prior to your party to deliver additional foods or do any additional decorating. You may hang signs with tape on the windows or tables only and must remove everything before the party ends. You may not tape or pin anything to the mural walls. Your party will end promptly at the end of the hour and your host will have another party to set up for and will need to clean up immediately after your party has ended. We provide a cart for your use in moving your gifts and extra food to your car. Please return this cart to the Croft Center after you have delivered your party items to your car.

What should I expect at my party?

When you arrive at the Zoo please enter the Croft Center located just off the parking lot through the two white marble lions.

1. You will be greeted at the Croft Center by your Adventure Guide who will show you to your party room. The receptionist will direct the rest of your guest to the party room to join you.
2. The Adventure Guide will begin the party by initiating a few games.
3. Depending on your time slot, party room, and add-on options you will then embark on fun with an animal presentation, pizza, or cake. For a specific schedule please call 615-833-1534 ext 100 after booking your party.
4. After these things have all been completed your Adventure Guide will help to load your items such as left over cake and presents onto the birthday cart and deliver this to the front desk with the receptionist for safe keeping. *Please note that while you are out on Safari the initial clean up will be begin in your room. We suggest you take all purses and valuables with you on Safari.*
5. Your Adventure Guide will then lead you out on Safari to the animal of your choosing. While at the exhibit the Guide will tell you a few fascinating educational facts about the animal. *Party parents are required to accompany the group on Safari and all guests are encouraged to do so. If, however, you have some guest that would like to remain in the room they are free to do so up until the end of your party time slot.*
6. After the Safari expedition you are welcome to return to the Croft Center with the Adventure Guide or stay in the Zoo to enjoy other activities of your choosing. Remember that you can buy Carousel Tokens for a discounted price of \$1.00/token when booking a Zooper Party. Your presents and cake will remain with the receptionist, for up to 2 more hours, until you return to collect them and take them to your car.

****Please note that if your party time slot is 4:00 pm- 6:00 pm the Safari will take place earlier and return to the room to finish your party.**

If you opt to stay in the Zoo with your guest you are responsible for all children and activities past the party time.

Animal Presentation

Private animal presentations are done at specific times depending on the time slot you schedule your party. When you book your party you will be given the time that the animals will arrive. These times may not be changed due to other scheduled parties and education activities. If for some reason you are unable to be in the room at this time, you may forfeit the animal presentation.

There are 5 different animal presentations that you can choose from. Each program provides a variety of different animals from which the education department will select **2** for your party based on availability. **We do not accept requests for specific animals other than “no creepy crawlies” which includes reptiles and bugs.** The animal presentation options are:

- 1) Born in the USA
- 2) Desert Dwellers
- 3) South of the Border
- 4) Creepy Crawlies

The Nashville Zoo respects both the safety of the party guests and the animals when choosing presentation creatures.

When should I suggest my guest visit the animal exhibits and Jungle Gym?

If your party falls during 10:00 am - 12:00 pm or the 1:00 pm- 3:00 pm time slot we recommend the guests should wait until after the party is over before visiting the animal exhibits & Jungle Gym as they will be out in the Zoo during the Safari. If your party falls into the 4:00 - 6:00 p.m. time slot, guests should plan to visit the animal exhibits and Jungle Gym before the official party time begins. Your guests may enter the Zoo through the main gates if they show their invitation to the ticket attendant or they can enter the Croft Center by showing their invitation to the receptionist and she will be happy to store any presents at the desk. If your guest does not have an invitation then we will not be able to permit them to enter the Zoo.

