

JUNGLE GYM PARTY

Frequently Asked Questions:

How do I book a Jungle Gym party?

Jungle Gym parties can be booked by phone, fax, or e-mail ([link to form](#)). All parties must be booked at least 2 weeks in advance of party date. Payment can be made via cash, check, or credit card. Please Note: A credit card number is required to reserve the party and will be charged for any additional guests or additions on the day of the party in the event that charges are not paid via another method.

What time should my guests and I arrive?

The Jungle Gym parties are for exclusive use of the “wildly” popular playground. The charge for these parties does not include Zoo admission for your guest. If they are members they are welcome to come a little earlier and walk the Zoo but please be clear to your invited guest that the Jungle Gym parties are from 6pm-8pm. Anyone arriving before 5:30PM will be asked to wait outside the gates until this time. They are welcome to pay admission at the gate and tour the Zoo prior to joining you at the party. All party guests must receive a wristband to enter the Jungle Gym. After 6pm all guests must remain in the Jungle Gym area.

What is your cancellation policy?

- 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.

What if it is going to rain on our party date?

In the event of bad weather scheduled the evening of your party you may cancel your reservation and reschedule to another date. All party cancellations must be made by **2pm** and can be made by leaving a message on our reception answering machine at: **615-833-1534 x 100**. If the party is not cancelled by 2pm it will go on as planned and will not be available for rescheduling. If you opt to cancel your party you will be contacted the following week to reschedule.

Will we be able to ride the carousel?

The carousel gives its last ride at 5:45pm. If you or your guests would like to ride the carousel you must be at the carousel by 5:45pm or have had made previous arrangements for tokens when booking your party.

Will we be able to visit the animal exhibits?

The animal exhibits close at 6:00pm. Guests who would like to visit the animal exhibits should plan to purchase zoo admission and visit the exhibits earlier in the day.

What if I have more than 100 guests?

If you have more than 100 guests you will be charged at the rate of \$6 per each additional guest. If you believe that your party may exceed more than 125 guests 14 day advance notice will be required.

Can we bring our own food?

You are welcome to bring in your own food and party favors. Please note that for the safety of the zoo's animals straws, glass, balloons, piñatas, and confetti are not permitted.

Will there be a place for us to store food and presents?

Unfortunately we do not have a place for food and present storage. We suggest that you may want to bring a wagon and/or cooler with wheels to transport your party needs.

How late can we stay in the zoo?

All Jungle Gym parties are from 6pm-8pm or dusk (whichever come first). All guests will be asked to exit the Jungle Gym and Zoo property at that time. No one will be permitted in the Jungle Gym after dark.

What kind of clean-up is required?

At the end of your party you will be responsible for disposing of party trash including throwing away plates, serving ware, and other food items not taken away with you and transporting any of your belongings to your vehicles. The Jungle Gym attendant will do a routine trash pick up of the area and make sure that the trash in the receptacles is collected and disposed of properly.