

# Utica Zoo Birthday Party FAQ

## **Do members receive a discount?**

Yes! Please let a staff member know that you are a member when you call to book your birthday party, as members receive a 10% discount on their party package.

## **Do I need to put down a deposit?**

Yes. We require a \$50 deposit at least 3 weeks after booking your party in order to hold your spot on the calendar. If a deposit is not received within this time frame, your reservation will be cancelled. Your deposit payment will be deducted from your balance, which is due the day of your party. Please see our cancellation policy for more information.

## **Where and when do I pay my balance?**

The birthday party assistant will count your guests and assess your fee accordingly, as well as collect payment from you at the end of your party. You are welcome to pay at the gift shop after receiving your fee calculation form, if the birthday party assistant is not available.

## **What should I include on my invitation?**

Be sure to let your party guests know which area of the zoo your party will take place (the *Auditorium* or *Zebra View Pavilion*), and that they do not need to pay to enter the zoo that day. Also, check out our free printable invitations on our main birthday party page.

## **What do I need to bring?**

The zoo does not provide food or eating utensils. Most people bring food or have pizza delivered. The auditorium room has a refrigerator/freezer and outlets that can be used during your party. Don't forget the matches, birthday candles and a knife to cut the cake!

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

Most decorations are allowed, as are piñatas. We do not however allow **balloons**, **noise-makers**, or **confetti**, as these items are a potential hazard to our animals. Feel free to arrive 30 minutes early to set up. We provide one designated parking space for party hosts - ask for details when you call to book your party.

## **What animals can we see for the presentation?**

A full list of available animals will be included in the packet that we send you in the mail after you schedule your birthday party. This list consists of animals from our education collection. Unfortunately, exhibit animals are not a part of this collection and cannot be requested.

## **How should I plan my party time?**

You can plan your party however best suits your needs. Some people like to eat first, others prefer their animals first. Everyone does it differently. The party assistant will meet with you when you arrive to discuss your schedule. Please remember that other events may be scheduled before and/or after your party, so you should give yourself time to gather your things towards the end of your party time (we provide free cleanup of garbage and recyclables).

## **Can we explore the zoo after the party?**

Yes! You and your guests are welcome to stay at the zoo following your party, as long as the zoo is open. We just ask that you move your vehicle out of the party parking space and into the public parking lot. Please remember that all areas of the Utica Zoo are non-smoking; there is a designated smoking area in the parking lot. Thank you!