Birthday Party Survival Guide

Thank you for booking your birthday party at the Chattanooga Zoo! We are so excited to celebrate with you! In this document you will find answers to frequently asked questions, information regarding your party space, party guidelines, and what all to expect the day of your event. If you have additional questions or concerns feel free to contact us by email at education@chattzoo.org or by phone at (423) 697-1322 ext: 1387

What does my party include?

*All parties include the following list. Depending on the party package selected your party may have additional add-ons that are included.*

- Rental of a party space for 2 hours
- Admission for 30 guests (including party child and family)
- Zoo staff to assist with set up and break down of your event
- 20 Zoo themed birthday party invitations
- (6) 6ft long tables and table covers
- (40) white chairs

Party Spaces:

We have two party spaces available for each time slot. The **Party Cabin** is a free standing log cabin structure. The **Jungle Room** is located in our education building. Both rooms offer the same amenities and have the same fire safety codes. Both spaces have access for driving a vehicle around to the back of the Zoo (weather permitting) to unload party supplies for your convenience.
**Party Structure and timing:**

When you arrive you will confirm timing with the staff member assigned to your event.

*You may arrive 30 minutes in advance to begin setting up for your event.*

**Rain Plan:**

Our birthday parties are rain or shine as they are located in indoor areas. In the event of rain you may want to encourage guests to bring rain attire so that they may explore the Zoo with comfort and ease.

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**Frequently Asked Questions**

**What food or drinks can I bring?**

You are welcome to bring whatever food and beverages you would like. *Please keep in mind that alcohol and straws (including Capri-suns, etc.) are not permitted to ensure animal safety.*

**Where do my guests check in?**

All guests (including party hosts and birthday child) will check in at the front of the Zoo. Depending on weather we will either have a table and a “Party Check-in” sign set up outside next to the ticket booth; or inside the Gift Shop door way. Everyone will be required to sign in and will then be directed to the party space. Directional signs will be set up throughout the Zoo to lead guests in the correct direction.

*For hosts: If you have food and decorations you may pull around to our back entrance (weather permitting) for your convenience. We will have printed directions available for you.*

**What time can my guests arrive?**

Your guests receive Zoo Admission with your party package and may arrive as early as 9am when the Zoo opens and stay as late as 5pm when the Zoo closes. However, they will not gain access to the party space until 30 minutes before the party begins. Guests may remain in the Zoo after the party is over as well. *The 4pm-6pm party is the exception to the above.* We strongly encourage party guests to arrive early to visit the Zoo before the gates close and the animals are shifted into their indoor areas at 5pm upon closing. Guests will be escorted up as a group at the end of the party to exit the Zoo.

**What if I exceed the 30 guests allowed?**

We will keep track of the number of guests each party has at the sign-in table up front. If you exceed 30 you will be charged an additional $6.00 per person. We will take care of this additional balance at the end of your event. *Please keep in mind that there is a max capacity of 45 guests allowed in each space due to fire safety codes.*
(Depending on package) what animals might visit my party?

We have a wide variety of small reptiles and mammals that come out for educational programs and birthday parties. We will take into consideration requests for a particular animal; however, please keep in mind that we do not promise that the animal(s) that you request to see will necessarily be the one(s) that will be brought to your event. We take extra care to listen to our animal’s moods, body language, etc. If an animal is showing signs that they do not want to come out for a program, we never force them to do so.

Can we decorate the party space?

You are able to tape or hang items in the rooms. You are not able to use anything that may cause damage to the walls (i.e. tracks, nails, screws, packing tape, duct tape, etc.)

Is there anything I cannot bring?

For the safety of our animals we do not allow balloons, confetti, straws, plastic lids or alcohol. We will not allow any guests to enter with balloons.

Can I purchase add-ons for the party?

Absolutely! Train rides and (seasonal) Camel rides will be offered to you at a discounted rate upon booking. We will have tickets/tokens available for you to hand out to your party guests on the day of your event.

We also have gift bags available for purchase. These gift bags contain: two temporary tattoos, three toy animals, bubbles, binoculars, and an animal mask.

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