

BIRTHDAY PARTY FAQs

**Fresno Chaffee Zoo Marketing and Development Office
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(559) 498-5921**

WHAT IS THE AGE LIMIT FOR BIRTHDAY PARTIES?

Our birthday parties are designed for children of all ages. For adult birthday parties or groups larger than 70, please contact our events coordinator at (559) 498-5925.

DO I HAVE TO PAY FULL PRICE FOR CHILDREN UNDER 3 YEARS OF AGE?

Yes. Anyone present in Jungle Bungalow must be counted in your final number for them to have access to the party. Because there is no rental fee, all attendees are considered guests at your party and must be paid for in full before they enter Jungle Bungalow.

WHAT CAN I EXPECT AT MY BIRTHDAY PARTY?

During your party, we reserve the Jungle Bungalow privately for you and your guests. How you utilize those two hours is completely up to you. We provide your space, tables and chairs, plates and napkins, and of course the entire Zoo for your guests to enjoy! Due to time and space limitations, we recommend that any Zoo feeding times, show times, Keeper's Chats, etc. are planned accordingly. If you have questions regarding schedules, please contact your party planner.

WHEN SHOULD MY GUESTS ARRIVE?

Because Birthday Party Package Tickets are valid for admission all day, your guests can enjoy the Zoo during normal business hours (9am-4pm daily, except 9am-2pm on Thanksgiving and closed Christmas Day). However, you are the only individual who may pick up your party package the day of your party unless you arrange otherwise with your party planner. With this being said, you will need to give your guests their tickets in order for them to be able to access the Zoo. Once they submit their ticket, they will be given a wristband. This wristband gives them access to Jungle Bungalow. Anyone without a wristband will not be permitted in Jungle Bungalow.

DOES THE ZOO PROVIDE ANY FOOD OR PAPER PRODUCTS?

Fresno Chaffee Zoo does not provide food, or allow outside food or beverage on grounds. However, you can purchase food ahead of time from Safari Café, but all reservations for food must be made directly with the Café. Your party planner can give you their contact information. Fresno Chaffee Zoo will provide each of your guests with a plate and napkin for them to use while they enjoy their cake/cupcakes. You will need to provide your own utensils (i.e forks, spoons) and any additional napkins.

CAN I BRING ICE CREAM OR EXTRA DRINKS FOR MY GUESTS?

No, all food and beverages including ice cream and water must be purchased through Safari Café. However, there are drinking fountains conveniently located on grounds, and you are not obligated to purchase any food. The only exception is your birthday cake or cupcakes which you may bring on grounds for your guests to enjoy. However, please note that we cannot store cakes or cupcakes outside of Jungle Bungalow due to lack of space.

DO I HAVE TO HAVE A CERTAIN AMOUNT OF GUESTS TO BOOK A PARTY?

For the Basic Birthday Package, you must have at least 15 total guests (including adults and children), but Jungle Bungalow can accommodate up to 70. However, if you plan on exceeding 40, you may want to discuss other options for your party at the Zoo.

The minimum requirement to book the Educational Experience is 10 children. The maximum size will depend on the date and time of your party.

WHAT IF I HAVE ADDITIONAL GUESTS? WHAT IF THEY ARE UNEXPECTED?

For the enjoyment of your party and due to space limitations, you may have additional guests at \$8 per adult and \$10 per child. However, if you have more than a few extra guests, you may have a conflict with seating. Tables and chairs are set up according to the final count you submit 7 business days before your party. The fee for the extra guests is due in full at the ticket booth as they arrive.

Unexpected guests are left to your discretion. We recommend that you give yourself some room and have your RSVP date listed early so that you have your final numbers accurate. All attendees will be counted as guests.

DO FRESNO CHAFFEE ZOO MEMBERS GET INTO THE PARTY FOR FREE?

No, all guests regardless of membership status, are attending a special party with benefits outside zoo membership and must be counted in your final attendance.

WHERE SHOULD I TELL MY GUESTS TO GO WHEN THEY ARRIVE?

Your guests are recommended to gather at the front gate at your designated party time. Staff will walk your group from the front gate to the Jungle Bungalow.

WHEN SHOULD WE ARRIVE?

Because the Birthday Party Package Tickets are valid all day, your guests can arrive anytime after you have given them their ticket. However, we recommend you gather at the front entrance at your designated party time. We also recommend that you ask your guests to arrive 15 minutes before the party time to allow for delayed traffic and parking.

WHAT IF I HAVE GUESTS THAT ARRIVE LATE?

The front gate staff will direct late arrivals to the Jungle Bungalow. You may want to keep your cell phone available in case they have difficulty finding the area. You will need to make sure you have given them their ticket ahead of time.

CAN I BRING ADDITIONAL DECORATIONS AND/OR GAMES?

Though you will only be allowed to access Jungle Bungalow until 30 minutes prior to your party time, table decorations are welcomed. However, they must follow the guidelines as stated in the contract. Prohibited items on grounds will not be allowed.

WHAT DO WE DO IN CASE OF INCLEMENT WEATHER?

Party cancellations must be received in writing within 7 business days prior to your party. You may want to check the 10-day forecast before your party. However, because of the demand for birthday parties, we may not be able to give you a full refund. This will be up to the discretion of the staff and make-up dates will be based on availability. Rain and cold temperatures are not considered severe weather, so please dress appropriately. Please note that Jungle Bungalow is a completely outdoor area.

DO YOU HAVE AN INDOOR FACILITY FOR BIRTHDAY PARTIES?

No, not at this time.

DO YOU PROVIDE GOODY BAGS?

We do not provide goody bags but you are welcome to bring your own as long as they do not conflict with the prohibited items (as listed in the contract) that are not allowed on grounds.