

# **Santa Ana Zoo Birthday Party**

## **Frequently Asked Questions**

### **How early can I get into my party area to setup?**

You may arrive to your party area no earlier than 15 minutes prior to your party time to set up and you will be given 15 minutes after your party to clean up. For Deluxe Packages you have 30 minutes prior for setup and 20 minutes after for clean up. Extra time will NOT be allotted for late arrivals, so please make sure you are prepared and arrive on time. For parties that end at 4:00pm, please note that the zoo closes its gates at 4:00pm and there is strictly NO Re-entry into the park after 4pm.

### **Is there a place I can store my items prior to or after my party?**

We DO NOT have any storage facilities for your items before or after your event. You can rent a wagon for \$10 from the gift shop to help you transport your items to the party area or you can bring in your own wagon. The Santa Ana Zoo is NOT responsible for storing or refrigerating any of your party items.

### **Can I bring in my own food?**

Yes, you may bring in any food to your party area as long as it does not require any on site preparation. We DO NOT allow any outside grills inside the zoo. However, we do have a grill on zoo grounds that you can rent for \$75. You can have your food delivered to the zoo, but you will have to wait for your deliveries outside the zoo gates. There is NO alcohol or smoking permitted on zoo grounds. Parties found with alcohol will result in shut down of the party and the SAPD/ Ranger will be contacted and will result in the loss of your deposit.

### **May we bring in decorations?**

Yes, you may bring in your own party decorations. However, we DO NOT allow any balloons, confetti, or any other inflatable decorations inside the zoo.

### **Are we allowed to bring in Easy-ups/canopies?**

Yes, you may bring in an easy-up or a canopy to your party area. But remember you only get 15 minutes for set and clean up of the area (30min for Deluxe Pkgs).

### **Can a Zoo employee help unload and/or cart items to and from my party area?**

Zoo staff will NOT be available to help carry/transport any items to your party area. You will be responsible for loading and unloading your own items to and from the party area. It can be a long walk to your party area so we recommend either bringing in your own wagon, or renting one from the TreeTop Toys gift shop for \$10. You may not "borrow" wagons or strollers to help transport your items. Wagon rentals are based on availability. Golf cart transportation will NOT be made available.

### **Will there be a host or zoo staff member in the party area during my party?**

We do not provide any host nor will our staff be present in the party area during your party. Staff will check in with you at the beginning of your party to answer any questions and will come and go throughout the remainder of your party.

**What if I have questions during my event?**

Please stop by the gift shop if you have any questions or requests during your event.

**Can I bring music to my party?**

Yes, you may have music in your party area as long as it's not loud. Because the Santa Ana Zoo is in proximity to residential neighborhoods and for the safety and comfort of our animals, we require that all music and sound levels be conscientiously obeyed. Failure to comply with the sound levels set forth by the Santa Ana Zoo will result in forfeiture of your entire deposit.

**What is the minimum and maximum number of guests?**

There is no minimum or maximum number of party guests. However, each party area can accommodate a different number of guests. For instance the Amazon's Edge party area can accommodate 35-40 guests, the Exploration Outpost area 40-45 guests, and the SAZOO's party area up to 80 guests.

**How many tables are in each party area?**

The **Amazon's Edge** party area has 4 picnic tables and 2 rectangular tables.

The **Exploration Outpost** Party Area has 5 picnic tables and 2 rectangular tables.

The **SAZOO's** party area has 8 picnic tables and 2 rectangular tables.

**Are there any electrical outlets?**

There are NO electrical outlets in the Exploration Outpost or in the SAZOO's Party area.

**When do I pay for the party?**

All fees get paid on the day of your event at the gift shop.

**What happens if it rains?**

If it rains, we would be happy to work with you to reschedule your party.

**Where do I pick up my train/carrousel tickets?**

You will pick them up at the gift shop on the day of your event when you make your payment. Your tickets are good for one train or carrousel ride. Please note that rides are constantly being maintained and we can't guarantee that rides will be open that day. The tickets can be used at any other time, if they don't all get used on that day.

**Can I purchase more train/carrousel tickets?**

Train and carrousel tickets can be purchased in advance at a discounted rate of \$25 per ticket book. Let the Rentals Coordinator know at least 3 days in advance how many additional ticket books to include in your party package. Each ticket book contains 20 tickets. Train Rides require 3 tickets per person and the Carrousel is 2 tickets per person.

**Where do my guests check in?**

Your guest will check in at the membership desk located at the front entrance of the zoo. You do not need to leave a list of names of all your guests. Your guests will simply let the staff know that they are here for your party and the staff will keep a count of all your guests. Children 2yrs and under get in for free; therefore, they are not counted as part of your guest count. Adults and children over 3yrs are counted as part of your guest count.

**What happens if I end up with more guests?**

The staff will keep a count of all your guests and if you end up with more than what your party package allows, then we will bill you for any additional guests at \$7 per person. Our Rentals Coordinator will contact you after your party if you had more than 25 or 50 guests at your party.

**Are Zoo members counted as part of my guest count?**

Guest who are Zoo members are not counted as part of your guest count, they may enter with their zoo membership card and attend your party.

**What is the zoo's cancellation policy?**

All rental fees are non-refundable (unless event is cancelled more than 72 hours prior to the event date); this includes full and partial refunds. However, you have up to 13 months to reschedule in case of rain or inclement weather.

**What type of deposit is required for party rentals? Is it refundable?**

A \$75 deposit is required for birthday party rentals against potential damages. If your deposit is forfeited, you will receive a notice explaining the reason(s). Reasons might include leaving piñata debris behind, cigarette butts left on the ground, cutting into other party's time or throwing balls. A satisfactory clean up of the rental site is expected. If area is not cleaned up on time, your deposit will be forfeited. Yes, your deposit is refundable if all rental regulations and guidelines are followed. *Your deposit is not applied to your total payment.*

**What do people usually do during the 1.5hrs or 2.5hrs in their party area?**

Most people choose to take full advantage of their time in the party area to visit with guests, eat birthday cake and open gifts.