

Birthday Party FAQ

What does my party include?

All parties include admission for up to 30 people, an experienced Virginia Zoo Birthday Party Host, indoor party room, activities, a birthday button, water and lemonade, electronic party invites, and all table covers and paper products for 30 people. Members receive a gift with their party.

What time can I show up for my party? Where do I go?

A host will greet you outside of the Zoo 30 minutes prior to the start of your party. This allows time for you to set up before your guests arrive. A designated birthday party sign will be placed out front for you, and your guests, to meet at.

How many guests can I invite?

We recommend a total of 30 people for a great party. However, the party rooms can accommodate up to 45 guests. Children ages two (2) and up are counted towards the total, including yourself the birthday child. Due to safety reasons, no more than 45 guests can be permitted to your party. While 30 guests are included in your party, you may purchase 15 additional tickets at \$11 each for a total of 45.

Do Zoo Members need a ticket for the birthday party?

Yes. The birthday party is a separate admission than the zoo. All guests, including zoo members and children over the age of two (2), must have a birthday party admission ticket to attend the birthday party.

What can I bring?

You are welcome to bring your own paper products, cake or cupcakes, and utensils; however, other food or drink items are not permitted on Zoo grounds. Ice cream cakes are not permitted because there is no refrigeration available in our classrooms. Smash cakes are also not permitted. You may provide your own decorations; however, we ask that items not be attached to the wall or hung from the ceiling. We find that simple tabletop décor works best. Please remember that balloons, straws, confetti, piñatas, inflatable animals and balls of any type are not permitted in the Zoo for the safety of our animals.

What if there is bad weather the day of my party. Can I reschedule?

All parties are held rain or shine and will be held indoors. The Virginia Zoo is open year-round under all-weather conditions, except in extreme circumstances. In the event that the Zoo is closed due to extreme weather, the Birthday Party Coordinator will contact you.

What is the cancellation policy?

All parties are located indoors and will be held rain or shine. The Virginia Zoo is open year-round under all-weather conditions, except in extreme circumstances. Party cancellations must be received at least three (3) weeks before the party date to receive a partial refund of 50%. No refunds will be given for a party cancelled less than three (3) weeks before the reserved date. Any changes or additions to the party must be made at least ten (10) days before the reservation date.

How far in advance do I need to make a reservation?

Our birthday parties book up fast; usually about 2-3 months in advance for most of the year.

What is the deposit?

The deposit to secure a birthday party is \$275.

When is the rest of my payment due?

The remainder of your balance is due a minimum of 10 days before your party date.