

Birthday Party FAQ

What does my party include?

All parties include admission for up to 30 people, an experienced Virginia Zoo Birthday Party Host, a designated party space, 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 designated birthday party sign will be placed out front for you, and your guests, to meet at 30 minutes before your party begins. You and your guests will be escorted to the party space by your Host.

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 three (3) 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 age of three (3) and over, 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. We define a smash cake as any cupcake or cake serving over 3" in height and/or diameter given to the child with the express purpose of encouraging them to make a mess for photographs. 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, glitter, inflatables, 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 take place in a designated party space and will be held rain or shine. The Virginia Zoo is open year-round under all-weather conditions, except in extreme circumstances. Should the Client cancel the Birthday Party, the Client shall provide the Virginia Zoo notice of such cancellation at least three (3) weeks before the reserved date to receive a partial refund of 50%. No refunds will be issued for a cancellation less than three (3) weeks before the reserved date. The Virginia Zoo reserves the right to cancel or change a birthday party due to extreme inclement weather for the safety of our participants and staff. In the event that the Virginia Zoo cancels your Birthday Party, a full refund will be provided, or the party rescheduled.

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. A minimum of 2 weeks is needed.

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.