



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.

Do you offer any discounts on Birthday Parties? Member, Military, First Responder, Student, Norfolk Resident, ETC?

Birthday party pricing is standard for everyone, and no discounts are available.

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?

For our Standard Package 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 and 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. This includes, but is not limited to, juice boxes or pouches, individual snack bags, and similar items. 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. Should you add on animal ambassadors, plan to keep your cake or cupcakes covered until after the ambassadors have left the room. 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, individual plastic wrapped items, and balls of any type are not permitted in the Zoo for the safety of our animals.

Can you accommodate food allergies? Can you accommodate dietary restrictions?

Yes! Most common allergies, including vegetarian and gluten-free, can be addressed through our restaurant. We will coordinate this with you at the time of booking. Any changes or additions to the party must be made at least ten (10) days before the reservation date.

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 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 ten (10) days before the party date to receive a partial refund of 50%. No refunds will be given for a party cancelled less than ten (10) days 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. A minimum of 2 weeks is needed for a party, and 3 weeks if you plan to purchase animal ambassadors.

What is the deposit?

The deposit to secure a birthday party is \$275 for the Standard Party, and full payment is due for the Micro Party.

When is the rest of my payment due?

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

Can I see the room beforehand?

While we cannot do in person room showings beforehand, the Birthday Party Coordinator can provide you with pictures of our birthday party rooms.

I added animal ambassadors. Can I choose the animals for my show?

No. The Virginia Zoo cannot guarantee specific animal ambassadors. The ambassadors participating in the animal presentation will be chosen by staff at the Virginia Zoo. Ambassadors will be selected for your party based on animal health and safety.