BIRTHDAY PARTY INFO

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Let your child and their friends have a wild birthday at the Virginia Zoo! Parties are held year-round on Saturdays and Sundays at 10am, 10:30am, 1:30pm, or 2:30pm.
Reservations are required at least 2 weeks in advance.

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Click here to download the Zoo Birthday Invitation.



VIRGINIA ZOO in Norfolk

Virginia Zoo open daily from 9:30am - 4pm
(except on major winter holidays)

PRICING & ADD-ONS

Baseline Pricing

Virginia Zoo Members: $339 Non-Members: $389

This one-of-a-kind party experience includes:

- 90 minutes of party time in private space,
- Special gift from the Virginia Zoo to the birthday child,
- Water & lemonade
- Eco-friendly table covers & paper products,
- Exclusive encounters with two animal ambassadors,
- Digital invitation, AND
- All-day admission for up to 35 party attendees - a $595 value!

Food & Drink Add-Ons

Taxes and service fees not included.

- Pizza Party Package: $50 (BEST VALUE!)
  - Includes 3 cheese or pepperoni pizzas (16 child-sized slices each) and a bowl of chips.
  - Additional pizzas can be added on for $18 each.
- Click here for full menu of food and drink add-ons.

Other Add-Ons

- Extra guests (up to 45 total guests): $11/person
- Party favors (may include animal figurines, notepads, toys, etc.): $6/bag
- Grab & Go Zoodoption Package: $40
  - Includes a plush, photo, magnetic frame, fact sheet, and adoption certificate for a chosen animal
- Whodoption Package: $15
  - Includes a plush, photo, fact sheet, and adoption certificate for a mystery animal
- Train tickets can only be purchased at the train station on the day of your party.



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BOOKING & CANCELLATION POLICY

Booking Information

- Parties are reserved on a first-come, first-served basis with full payment, with the exception of add-ons.
- Parties typically book several months in advance, so be sure to book early!
- 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.
- Parties can be booked online, by clicking here. If you have questions, please contact our Program Reservation Specialist at 757-441-2374, ext. 229.

Cancellation Policy

- Party cancellations must be received at least ten (10) consecutive 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) consecutive days before the reserved date.
- Rescheduling requests must be made at least ten (10) consecutive days before the reserved date. If a party is rescheduled less than ten (10) consecutive days in advance, it will be considered a cancellation and subject to the cancellation policy.
- Any changes or additions to the party must be made at least ten (10) consecutive days before the reservation date.
- The Virginia Zoo reserves the right to cancel or change a birthday party for any reason 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.



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FAQS

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

- All parties must be reserved at least 2 weeks in advance. These parties are very popular and typically book several months in advance, so be sure to book early!

How many guests can I invite?

- 35 guests are included in the party price, but you can add additional guests up to 45 people total. Each additional guest over 35 people is $11/person.
- Every individual 3 years and older counts towards the total guest count.

Do zoo members need a ticket for the party?

- Yes, birthday admission is separate from general Zoo admission. All guests must have a birthday party admission ticket in order to attend.
- If the birthday honoree is a Zoo member, they can invite additional guests over the allotted 35 (up to the number of people listed on their membership) for free.

What time can my guests and I access the Zoo?

- The Zoo opens at 9:30am and closes at 4:00pm. On average, it takes guests **2 hours** to fully tour the Zoo.
- For **10:00am and 10:30am parties**, we encourage you and your guests to explore the Zoo **after** your party.
  - 10:00am parties end at 11:30am.
  - 10:30am parties end at 12:00pm.
- For **1:30pm and 2:30pm parties**: Please plan for you and your guests to explore the Zoo **before** your party. You and your guests will not have enough time (if any) after the party to explore the Zoo.
  - 1:30pm parties end at 3:00pm, and the Zoo closes at 4:00pm.
  - 2:30pm parties end at 4:00pm, and the Zoo closes at 4:00pm.



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FAQS

What time can I access the party room?

- We ask that you and your guests meet your party host 30 minutes prior to party time at the designated sign at the front of the Zoo. They will then take you to your party room where you can begin any necessary set-up before the party starts.
- Please note that there is no storage or refrigeration space available before your party. Plan to store any items you're bringing for the party in your car until 30 minutes prior to the party's start time,

Can I choose what room my party is in? Can I see the room in-person prior to the party?

- Our parties are generally held in one of our classrooms. While we cannot promise any particular room on any given day, we will do our best to inform you of which room we expect your party to take place in.
- Please note that the location of your party is subject to change without notice.
- Our Program Reservations Specialist will provide you with pictures of our birthday party rooms upon request. We cannot do in-person showings beforehand.

Can I choose which animal ambassadors will attend the party?

- No. The Virginia Zoo staff will choose from our wide variety of ambassadors to participate at your party based on animal health and safety.

What if my child has special needs?

- Please let us know if anyone in your party requires accommodations. Letting us know in advance gives us the best opportunity to ensure you and your guests have a great experience.



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FAQS

Can I bring my own...

Food?

- No outside food or drink is permitted inside the Zoo or the party room. Only cake or cupcakes are allowed.

Can you accommodate food allergies or dietary restrictions?

- Most common diets and allergies can be addressed through our restaurant. Please keep in mind that our kitchen is a mutual preparation environment.

Ice Cream Cake/Smash Cake?

- No, we do not have accommodations to store an ice cream cake. Please no smash cakes* either.
- The Virginia Zoo defines a smash cake* as any dessert given to a child with the intention of encouraging them to make a mess for photographs.

Party Favors/Treat Bags?

- Yes! However, please do not include any small item that could be considered a choking hazard to children or our animals. If your bags do include these items, you host will ask that they are given to the parents to hold for their children until after they leave the Zoo.



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FAQS

Can I bring my own...

Decorations?

- In order to protect the animals living here and their habitats, the following items are prohibited at the Virginia Zoo:
  - Balloons (of any kind)
  - Confetti or glitter
  - Bouncy balls or any sport balls
  - Bicycles or motorized vehicles
  - Bubbles
  - Frisbees
  - Glass
  - Inflatable objects
  - Piñatas
  - Roller skates or blades, skateboards, scooters or any other ride-on toy
  - Sparklers
  - Straws
  - Styrofoam
- Excessive cleaning of the classroom due to the use of prohibited items may result in a $75 cleaning fee.

Outside Vendor?

- Yes, but no costumed characters, clowns, balloon artists, or magicians are permitted.
- All outside vendors count towards the party's total guest count.
- The client must provide their event coordinator with the vendor's contact information. The coordinator will follow up to ensure the vendor knows and follows Zoo policies and prohibited items list no later than 10 days before the party date.
- Photographers are permitted. However, no flash can be used. Photographers cannot get in the way of Zoo Host or Animal Handlers.
- External vendors must:
  - Acknowledge and ensure that no glitter of any kind is permitted.
  - Agree to not perform services during Animal Ambassador presentations, with the exception of photography.
  - Provide their own table and materials.
  - Set up and clean up within the party timeframe.
  - Clean up after themselves and dispose of any trash in provided trash cans.



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REMINDERS

- No outside food or drink is permitted inside the Zoo or the party room. Only cake/cupcakes are allowed.
- No refrigerator, freezer, or microwave is available for party use.
- Bringing your own decorations is not recommended; items cannot be hung on walls. Party rooms are pre-decorated with Zoo-themed decor.
- For the safety of our animals, balloons, balls, straws, confetti, inflatables, and piñatas are not allowed on Zoo grounds at any time.
- Small toys or items that could be considered a choking hazard for a child are also considered a choking hazard for our animals. Please keep these items in your car during your Zoo visit.



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