



Birthday Party Program Guidelines - Celebration Package (rev 8.21)

General Information:

- Attendance is limited to 10 children and 2 adults. This number includes the birthday child, and all siblings, (including infants) in attendance. Parties are designed for children turning 5-12 years. Guests must be at least 3 years of age. Note that siblings of the birthday child who are under the age of 3 are permitted to attend, but may not be able to fully participate in all activities.
- Due to COVID-19, we are limiting the number of people in the Education Center. All guests must be dropped off and picked up using the system specified by the Zoo. Parents of invited children are not permitted to stay in the Education Center.
- Parties take place in the DeFouw Education Center at 2404 Wallace Avenue, unless otherwise indicated. The Zoo reserves the right to relocate a party to an alternate classroom space if needed.
- Parties include a 90-minute room reservation. The order of activities is: animal presentation, photo, facilitated game and free-time. Zoo staff facilitates approximately 60 minutes of time, leaving the last 30 minutes as free time for gift opening or host family-facilitated activities. Party parents are responsible for planning and facilitating the free-time portion of the party, and for assuring COVID-19 safety parameters including social distancing are being observed.
- During the free-time portion of the party, the party parent may elect to visit Zoo exhibits if the Zoo is open to the public. During winter months when the Zoo is closed, no exhibit access is available.
- Parents who wish to include free-time crafts or other activities which require materials from outside (tools, glues, etc), or who wish to contract these services from outside providers, must seek approval from the Zoo staff prior to the start of the party.
- RSVP is required to attend. The host family should complete the RSVP form for the birthday child and all attending siblings. Party guests must submit an RSVP via Google form at least 24 hours prior to the party in order to attend. This form will collect emergency contact information for all participants and track towards participation limit. It is the host family's responsibility to distribute the Google form link to all invitees and RSVP responses will be shared by the Zoo with the host family.

Arrival and Departure:

- The party parents may park in the public parking lot on Wallace Avenue (across from Arn's Pizza), if available, for loading and unloading purposes, and enter through the service gate located in that lot. Parking may be limited and cannot be guaranteed.
- Due to COVID-19 all parties are DROP-OFF. Guests should use the Education Programs gate in the Wallace Avenue parking lot (2404 Wallace Avenue). A check in station will be located just inside this gate, in front of the DeFouw Education Center. Guests' parents should escort their child to this check-in station - please do not send children unaccompanied.
- The check-in station will be available from 15 minutes prior to the scheduled party start time. Please instruct your guests to arrive on time. The gate will be locked at the scheduled party start time, and late arrivals may not be accommodated.
- Pick-up takes place at the same location as the check-in station and begins promptly at the party's scheduled end time. Children in attendance must be picked up no later than 15 minutes after the party ends. The party host parent is required to stay on-site until all minors have been picked up. Any child not picked up on time will be remanded into the care of the party host parent.
- The host's contact phone number will be shared on the RSVP Google form so that guest families will contact the host directly with participation/arrival issues.

Health and Safety:

- **Anyone experiencing COVID-19 symptoms, unvaccinated individuals with a known exposure, and those with a known positive infection should not attend the party. We ask that children with a quarantining household member do not attend.**
- **Masks are required of all participants over 2 years of age and all adult chaperones for the duration of the party. Masks must be worn over both the mouth and nose.**
- The party parent is responsible for children's behavior and whereabouts at all times. Children are not permitted to leave the Education Center without an accompanying adult.
- While the Zoo will collect emergency contact info for attending children, the party parent is responsible for acting in loco parentis for minor guests, and transporting any child not picked up at the end of the party.
- The presenter will explain the behavioral expectations to the children at the beginning of the animal presentation. Presenters may end the animal presentation/party early due to excessive noise, unruly or disrespectful behavior.
- Due to the mask requirement, no eating or drinking is permitted during the party as this would require mask removal. See Decoration and Refreshment section for more info.
- Participants may come into contact with or within proximity of allergens. Please share this information with party guests.

Animal Considerations:

- During the animal presentation portion of the party, Zoo staff will present up to 3 Animal Ambassadors. Only party-eligible animals can appear. A sample list is available upon request. The Zoo will select animals for your party based upon multiple factors - sorry, we are unable to tell you in advance which animals will appear. A special request for an animal appearance may be considered, but cannot be guaranteed.
- Animal touching opportunities may be made available when safe and appropriate, but cannot be guaranteed. Hand sanitizer will be administered at the conclusion of the animal presentation and should be followed up with soap and water hand-washing at the earliest opportunity.
- Animal carriers are not to be disturbed by any party guest. A reasonably quiet volume must always be maintained.
- Participants under the age of 3 require an adult to sit with them during the animal presentation to facilitate animal touching opportunities and administer hand sanitizer after touching the animals. Young children may need additional adult assistance during the photo.
- A single animal will be selected by zoo staff for the photo session. Special requests will be considered but cannot be guaranteed. Some animals are not suitable for photo-taking. Personal photos may be taken during the presentation. Please avoid using flash. In order to maintain the pace of the program, presenters will not stop for posed photos.

Decoration and Refreshment Policy:

- Host family will have access to the party room 30 minutes prior to the scheduled start time to allow time for decoration, if desired. No additional decoration is required.
- No tape is allowed on the walls. You may tape banners/signs to cabinetry, doors or door frames with masking tape only. No poster putty, glue, other adhesives, push pins, staples, nails or other hanging hardware allowed.
- Sorry, no balloons or pinatas are permitted.
- All table surfaces are sanitized prior to each party. Table coverings are not required, but may be provided by the party parent, if desired.
- **Due to COVID-19, no refreshments may be served during the party.** You are welcome to provide to-go cupcakes, goodie bags, etc. at the conclusion of the party, but these may not be consumed until after departure.
- The Zoo is an alcohol, tobacco and drug-free zone. These items are strictly prohibited.

Payment Policies

- Payment in full is required at the time of reservation.
- A holdover fee may apply if the room is not vacated within 30 minutes of the scheduled party end time.
- Any damage to the Zoo's facilities or property resultant from program use, failure to adhere to guidelines, or guest negligence/behavior may result in additional fees.