

**Frequently Asked Questions about
Birthdays at the Koala Zoo**

1. How do I book a birthday?

Birthdays parties are booked completely online.

- \$300/members
- \$350/nonmembers

Birthdays parties must be paid in full at the time of the online booking.

2. What do I do upon arrival?

A Zoo representative will meet you in the Courtyard to escort you to the party room.

3. How many guests does my party include?

- 20 guests, including adults and children, 24 months and up
- Additional guests, \$10 each, purchased on the day of party
- All unused tickets will be given to the host at the end of the party. Tickets are good for general admission one year from date. Please note, parking is not included over the next year.

4. How long can I stay in the room? Your booking is for two hours.

(9-11 a.m., 12-2 p.m., 3-5 p.m.)

5. What time should we arrive?

Hosts arrive 30 minutes prior. Guest admission is inclusive for the entire day.

Late arrivals do not extend the time of your reservation.

(8:30 a.m., 11:30 a.m., 2:30 p.m., depending on your party time.)

6. Can my guests use their Zoo membership for admission?

Yes, guests may use their membership. 7.

Do my guests have to pay for parking?

No, parking is included with a Zoo-issued invitation.

8. Where should my guests enter?

Membership, Gate 1.

9. **Can I bring decorations for the party room?**

Table decorations only. No balloons, confetti or glitter. Decorations should not be taped to the walls, railings or windows.

10. **Can I bring my own food?**

Yes, a small wagon will be provided for you to transport your food, gifts and supplies.

Cakes, snacks, sandwiches and pizzas are welcome, however the room is not equipped for electrical devices, such as crock pots.

11. **Is there a refrigerator that we can use in the party room?**

No.

12. **Can I reschedule my birthday party?**

No, birthday parties happen rain or shine. Your purchase is nonrefundable.

13. **How many people does the birthday room hold?**

The birthday room holds up to 30 comfortably.

14. **Can I add additional tables and chairs?**

No.

15. **Can the Zoo store our items before the party?**

No.

16. **If we leave the room during the party, can we leave our personal items?**

The Zoo is not responsible for lost or stolen items. Leave items at your own risk.

17. **Are birthday discounts available?**

Member discounts are available.