

Birthday Party FAQ's

- Do I have to pay full price for a child who is under 3 years of age? **Yes, if you want the child to receive the same items as the older children then you must pay full price.**
- Do I pay full price for the birthday child and siblings? **No, what you pay is a reduced price since their admission is free.**
- Do I have to pay full price if one of the attendees has a zoo membership? **Yes, the birthday party packages are not included with zoo memberships.**
- I don't know the exact number of children that will be attending. May I pay the balance the day of the party? **The balance is due the Wednesday before your party. We ask that you only pay for the children you know for sure that will be attending. If other guests come the day of your party you may pay for them in the gift shop. The gift shop will give you the additional wristbands and party favors.**
- If we add children the day of the party who orders the food? **After paying for the additional children in the gift shop, you will take your receipt to the Zoo Café where you will be picking up your food and tell them you need to add X number of children to your party. This must be done as soon as possible so that the additional food and drink will be ready with the original order.**
- Do we have to hand out the wristbands to our guests? **Yes, we do not have the staff to hand these out. After giving the child the wristband they must go through the admissions gate so we can get a head count for your party. If the parent attends with the child, the parent may pay for their admission at that time.**
- Can I bring extra drinks and ice cream for the adults who will be attending the party? **No, all food and drinks must be purchased from one of the zoo cafes. The only thing allowed to be brought in from outside is the birthday cake.**
- Are great grandparents and step parents/grandparents included in the free admission? **Yes, any parents or grandparents, natural or step, of the birthday child will receive free admission. Unfortunately, great-grandparents, aunts and uncles are not included.**
- Can I just bring in the cake and not do any of the party packages? **No, you must purchase one of the party packages for your guests in order to bring in your birthday cake.**
- Do you have any indoor facilities for a birthday party? **No, not at this time.**
- If you cancel your party due to inclement weather, do you get your deposit back? **No, what you get back is the amount over \$50. As stated in the contract, the deposit is *non-refundable*.**
- Can I pay for all the adults? **Yes, if you choose you may pay admission for those adults who are not members. This *cannot* be done in advance and must be arranged with the ticket booth the day of party.**

- Will the food be brought to our party location? Unfortunately we do not have the staff to do this. As stated in the contract, it is **your** responsibility to pick up the food at the designated time and restaurant location.
- I would like to book a birthday party for my teenager (husband, wife). Our birthday party packages are designed for children ages 2 years to 12 years. If you wish to book a birthday party for someone older than 12 years, you might want to consider one of our picnic packages for this or an after hour event.
- If I book my party on-line, may I go back on-line to pay my balance? Not at this time. You will need to call 254-750-8415 to pay your balance. Remember your balance is due the Wednesday before the scheduled date of your party no later than 3:00 p.m.