

L.A. Zoo Daytime Parties Terms and Conditions

Rental Space Locations and their costs:

- Cave Corner* accommodates up to 20 people with a fee of \$300.00
- Cactus Patio* accommodates up to 50 people with a fee of \$400.00
- Lair Overlook* accommodates up to 80 people with a site fee of \$500.00
- Eucalyptus Grove accommodates up to 100 people with a fee of \$750.00 (Rentals needed)
- Mahale Mountain accommodates up to 80 people with a site fee of \$1,000.00 (Rentals needed)
- Zoopendous accommodates up to 400 people with a site fee of \$950.00 (Rentals needed)

*These venues are self-facilitated and come with a \$75 Processing and Planning fee. If you are a member of the LA Zoo, please let us know and we will waive the Processing and Planning fee.

The rental space fee is to reserve a private area for your party. Cave Corner, Cactus Patio and LAIR Overlook venues come with picnic tables with built in benches and umbrellas. Tables and chairs for seating in Eucalyptus Grove, Zoopendous and Mahale Mountain require additional rental costs. Your reserved time is from 10:30 am-3:30 pm. Processing and Planning fee is waived for L.A. Zoo members.

A L.A. Zoo admission ticket or a valid Los Angeles Zoo membership is required for each host and every guest attending your event if your event is taking place during our regular daytime hours 10:00am-5:00pm. L.A. Zoo membership privileges apply, so if you and/or your guests are members, your/their membership cards may be used for entry. The number of entries is based on the membership level. Admission tickets may be purchased the day of your party or in advance.

Groups of fifteen (15) or more: Parties of 15 people or more qualify for the group discount ticket rate of \$19 per adult (including seniors) and \$16 for children ages 2-12, and children under the age of 2 are free. To receive the group rate, a minimum of 15 tickets must be purchased in a single transaction. Tickets may be purchased two (2) weeks prior to your event through your private event coordinator. If you purchase tickets ahead of time, you can have them mailed (\$10 mailing fee) to you or pick them up at our Membership Booth prior or on the day of your event. Will-Call Service is available for an additional \$75 if you would like your guests to check in and pick up tickets on their own on the day of your event. Purchasing tickets prior to the party date is strongly encouraged and will expedite you and your guest's entrance into the zoo.

You may also purchase your group tickets the day of your party at our Admission Tickets Booth. Hosts must purchase all tickets together in order to qualify for the group discounted rate (15 or more tickets purchased in a single transaction).

Groups of fourteen (14) or fewer: Parties of 14 or fewer people must pay the regular Zoo admission rate, and tickets may be purchased at the regular Admissions windows or online. One adult regular admission is \$22.00, senior regular admission, ages 62 and over, is \$19.00, children's regular admission, ages 2-12, is \$17.00, and children under 2 years are admitted without charge.

Admission tickets are non-refundable. The zoo is unable to issue refunds for "no show" guests.

However, zoo admission tickets do not expire and may be used by anyone on any future date

****Regular and group admissions fees are subject to change without notice.****

Will Call Ticket Policy for Private Parties

The L.A. Zoo offers a “Will Call” service for the price of \$75. Instead of handing out admission tickets yourself your guests may pick up their tickets from Zoo staff at or near the Membership Booth. To use this service, a full guest list must be submitted to your event coordinator via email by SEVEN business days prior to your event.

If you choose to use the Will Call Service, please be aware of the following policies:

- Tickets must be purchased SEVEN business days prior to your event date in a single transaction. Email your event coordinator to place your order.
- Hosts must provide a full guest list of all attendees SEVEN business days prior to the event.
- Only guests who are listed on the list provided by the host will receive a ticket.
- If there is an issue with the guest list, the host must come to the Membership booth to handle the issue.
- Zoo staff will be handing out tickets at/ near the Membership Booth from 10:00 a.m.-12:00 p.m. If a guest arrives after the time frame, they can pick up their tickets from the main windows at the Membership Booth; there may be a line.
- Any extra tickets needed on the day of your event may be purchased at full admission price at the Admission Booth.
- If there are tickets unclaimed by guests, the host may collect those tickets for future use from the Membership Booth. Tickets are non-refundable. Tickets do not expire and may be used on another date.

Touring party locations prior to selection: Prior to booking your party, you are welcome to purchase a ticket, or use your current L.A. Zoo membership, to visit the L.A. Zoo to view the available party locations and select the area most suitable for your party. To ensure that rental fees for the birthday party locations remain affordable, we are unable to offer private tours of the party locations.

Parking is free.

Decorations policy: For the safety of our animals, **balloons**, bounce houses, straws, streamers, open flames, glass bottles, whistles, balls, Frisbees, glitter, string-a-can, silly string, live animals, electric toys, piñatas, sparkles, stickers and confetti are not allowed. We do not recommend bringing anything that requires hanging.

Set-Up and Clean-Up Policy: You may begin set up thirty (30) minutes prior to your assigned party time. Clean-up must be completed by 4:00pm. All clean-up is your responsibility. A \$150.00 fee will be invoiced if the space is not cleaned.

Add-ons and their costs

- \$300.00 – Face Painter – One (1) hour
- \$300.00 – Caricature Artist – One (1) hour
- \$3.00 – Carousel Ride, per person per ride (Carousel is temporarily closed until further notice)
- \$300.00 – Cart Service
- \$75.00 – Will Call
- \$175.00- Education Station- One and a half (1.5) hours
- \$15.00- Animal Adopt- Stuffed animal, certificate of adoption, and informational card
- \$20.00 - Centerpiece per table (Safari Themed-for up to 8 tables)

Food and catering: Hosts may bring in their own food only in the following pre-approved venues: Cave Corner, Cactus Patio and LAIR Overlook venues. Hosts may order from our in-house caterer, Taste of the Wild. In-house catering options include paper goods. Should you decide to bring your own food to these

venues, we do not have a means to help you transport items to your party space; we suggest you bring a wagon to help you cart items between your vehicle and the party location. For your convenience, you may purchase cart transportation service for \$300, which will take your items to and from the parking lot to the venue.

Carts are not available to transport your guests.

Hosts will not have use of a kitchen, refrigerator or access to any electrical outlets for heating food. We do not have storage facilities for food or gifts. Bringing in alcohol is strictly prohibited.

To reserve a party location: Email aborgese@lazoo.org or call Monday-Friday (323) 426-7157 for availability. Reservations are on a first come, first served basis and are only final when full payment of the site rental fee is received.

Cancellation policy: If you are unable to attend your party, the payments you have made are considered charitable contributions and may be tax deductible to the extent allowed by law. Charitable contribution letters are available upon request. Parties will take place regardless of weather: *rain or shine*. The party space reservation, face painter, or caricature artists, and any in-house catering orders cannot be rescheduled.

Add-on payments: Final party count, rental fee and add-on payments are due by noon SEVEN business days from your event date.

Event staffing and activities:

All bookings will be handled by an event coordinator to help reserve the space and go over any information needed for your event. However, depending on the event, your coordinator will not necessarily be on-site the day-of. For those ordering food through our caterer, you will have a point person for catering present on the day of your event. Depending on any additional add-ons selected, or based on the specific needs of your event, an events staff member may be assigned to be present on the day of your event. Otherwise, we give you the freedom to create your own itinerary and activities.