



***What is the Zoo's cancellation policy for birthday parties?***

The San Antonio Zoo adheres to a no refund cancellation policy, unless in writing at least 2 weeks before the party date.

***Is there a place I can store my items after my party?***

We want to make this experience as worry-free as possible for you, so we will help transport your items to the front at the conclusion of your party and help load in your vehicle.

***What happens if it rains?***

The San Antonio Zoo is open 365 days a year, rain or shine. Parties will take place regardless of weather, unless weather conditions require the entire zoo to close (in which case we will work with you to reschedule your party).

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

You are not allowed to bring in your own food, please communicate any food allergies with us to see how we can help accommodate the party in whole.

***Do zoo members need a ticket?***

Our Hosted Party Packages, include a food option for all guests to enjoy, including your choice of attraction, in which all guests, including Zoo Members are required to be counted as a guest ticket for your birthday party.

***What is the minimum and maximum number of guests for a party?***

There is a minimum number of twenty (20) party guests, and the maximum is one hundred (100) party guests.

***Is there a will call where I can leave tickets?***

Will Call is not available at this time. Each ticket will be distributed by your birthday greeter in the front of the zoo, the birthday greeter will be on site 15 minutes prior to the birthday party start time and 15 minutes after the birthday party start time to help get any guests to the right location.

***If I do not use all of my tickets, can they be refunded?***

Any unused admission tickets will be given back to the guest of honor's family to use at your leisure although the train and/or carousel tickets will not be refunded.

***What do people usually do during the two hours?***

Each birthday party is given two hours in a reserved party space, in which time can go by very quickly, taking in consideration, the food, cake and ice cream and opening of the presents, you will conclude your party with a train or carousel ride, then you are able to enjoy the zoo for the remainder of the day with your party.

***May we bring decorations?***

You are allowed to bring in your own table top décor, staying away from anything that needs to be hung on the walls or ceilings. In an effort to protect our animals, you are **NOT permitted** to bring the following items onto Zoo Grounds: **Balloons, Inflatables, Glass Containers, Alcohol, Confetti, Glitter, Styrofoam, Plastic Straws, Silly String, Piñatas, Live Animals, and Portable Music.**

***How do my guests find the party location?***

A Birthday Greeter will be at the Zoo's Front Entrance to check in each guest and help them get to the right location. The birthday greeter will be on site 15 minutes prior to the birthday party start time and 15 minutes after the birthday party start time.

***I have a guest that has a hard time walking. How do I get them to and from the party?***

At the Zoo's Front Entrance, we rent manual and electric wheelchairs, please mention this need to the Birthday Party Coordinator so that they can reserve one for the day of your event.