

Zooper Parties!



Frequently Asked Questions.

How do I make a Zooper Party reservation?

We recommend that you review the Zooper Party information on our website before you make a reservation.

Once you have done this you can make a reservation one of three ways:

- **Fax** the completed form to 301-271-4922. We will process your reservation and call or e-mail you to confirm within 5 business days.
- **Email** the completed form to education@cwpxoo.com. We will process your reservation form and e-mail you to confirm within 5 business days.
- **Call** us at 301-271-4922 x 11 after you have completed your form and we will walk through the reservation with you and confirm while you are on the phone.
- The Base package price is due at time of reservation.

When are my final balance and guest list due?

Your final guest list, as well as any additional "upgrade" options, is due **five days prior** to your party date. If the balance is not paid in full 5 days prior to the party, the party will be canceled and all materials and reservations forfeited.

What is the Zoo's cancellation policy for Zooper Parties?

Parties will take place regardless of weather, unless the zoo itself is closed (in which case full refunds will be issued or we can work with you to reschedule your party). If for some reason you can not attend your party we can reschedule party based on availability. Cancellations made at least two weeks prior to the event will receive a refund of the total amount, minus a \$100.00 non-refundable processing fee. Cancellations made less than two weeks prior to the event will forfeit the paid amount, unless a doctor's note is presented.

How do we handle birthday guests that are Zoo members?

Birthday parties are more than just Zoo admission. With that being said all child participants are to be included in the total count. Adults with memberships are free of charge and do not need to be included in the total count of guest.

When should I arrive?

Upon your arrival to the zoo, a package will be waiting for you at the Main Gift Shop. You (the party host) should enter the gift shop while the rest of your guest remain outside. A Visitor Services staff member will give you your package, which will include zoo admission tickets, gift shop coupon for the Birthday child and zoofood for the children of the party.

- Your CWPZoo Birthday Host will meet you at the Main Gift shop 10 minutes before your scheduled Birthday time. The host will help you load any presents or other materials onto our birthday cart, and escort the entire group to your birthday area.
- If your scheduled Birthday Party time is later in the day, you may wish to have your guest meet you at the zoo early and tour the exhibits before the your scheduled time. You'll still check in at the Main Gift shop as described above, and can pass out the admission tickets and zoofood.

What if some of my guests do not show up, or I have more guest attend then I expected?

We cannot issue refunds for guest who do not show up, but you are welcome to use the admission tickets later in the year. The tickets are good till the end of the season. Any extra guests can purchase tickets at the gate. Extra guest are not catered for in your Birthday package.

What do people usually do for the two hours in the party area?

Many people use this time to open presents and have pizza and cake. We also have many add-on options to help fill out your party. You may pre-order pizza and bottles of drinks to provide lunch, or you may wish to consider the variety of Zoo Educator-led activities like private animal meetings or crafts we have available for an additional fee. They take the party worries away from you, and allow you to sit back and enjoy the celebration.

May we bring in our own food for the party?

You are welcome to bring your own birthday cake as well as any other food items you wish. For the animals

May we bring in decorations?

You are welcome to bring in decorations if you wish. **For the safety of our animals, balloons, straws and confetti are not allowed.** We also handle cleaning of the party area after your party, so you can head off to enjoy the zoo worry-free!

What about goodie bags?

Each child included in your final headcount will receive a goodie bag. You are welcome to add more items to the favors, but it is not necessary. Please be aware that for the safety of our animals, the zoo does not allow balloons or confetti, on grounds.

Can we store food or presents?

We do not have storage facilities for food or presents. We have a birthday party cart that can help to move presents between the main entrance and the party area or we suggest bringing a wagon to help you cart items between the zoo and your vehicle.

Can we use the party area for a longer period of time?

The Zoo schedules parties back to back with a brief cleaning/set-up time in between. Because of the quick turnaround, we must insist that you adhere to your party times.

What if I want to have a Birthday party at the zoo, but I don't need all the extras?

Catoctin Wildlife Preserve and Zoo is now offering *Birthday in a Box*. All the items you need to have a fun party at the zoo without the hassle. For more information on Birthday in a Box please contact the Education Department.