FREQUENTLY ASKED QUESTIONS

What is included with the party packages?

All party packages include a 2-hour rental space and 20 or 40 admission tickets (depending on the venue you select). In addition, The Sandbar party package includes admission into Stingray Cove for 20 guests.

Can I add on other activities or event enhancements?

Yes. You can add on attractions tickets (train, carousel, 4D Theater, Stingray Cove).

Is there a capacity limit?

Yes. All rental spaces have a 20 or 40-person total maximum capacity (including babies and children, the birthday person, parents, vendors, etc.). Each rental package includes a select number of Denver Zoo entry admission tickets.

What should I expect on the day of my party?

Please plan to meet your group at the Main Entrance before heading into the Zoo. You will need to check in with our birthday party host upon arrival. Your host will provide a map to your group to show you where the rental space is located and will escort you to your venue. Catering will be delivered and guests will be allowed into the space at the start of your rental time (early arrivals will not be allowed to enter prior to their rental start time to accommodate time to clean/sanitize between rentals). The private rental space must be vacated by the end of your rental period.

What if it rains or snows on the party date?

We are a rain or shine facility. Should the forecasted weather be unadvisable to have your event, we will reach out to you 24-48 hours before your party and we will work with you to reschedule your event at the Zoo's discretion.

What is the Denver Zoo's Birthday Party Cancelation Policy?

In the event of a cancelation, please submit in writing to corporate@denverzoo.org Cancellation terms apply and are below:

- 0-30 days prior to event date: Cancellation fee = 100% of event space rental
- 31-60 days prior to event date: Cancellation fee = 50% of event space rental
- 61+ days prior to event date: Cancellation fee = 0% of event space rental

If you should cancel your event, please consult with a birthday specialist. A portion of your cancelation fee may be applied to a future event at the Zoo, but is solely at the discretion of the Denver Zoo.

TICKETS: Are entry tickets included in the party package? Can I or my guests use a Denver Zoo Memberships to enter the Zoo and attend my party?

Party rental packages include a total of 20 or 40 Denver Zoo entry tickets (depending on the venue you select). Entry tickets are required to enter the Zoo for all guests (regardless of age or membership status).

What about the cake and outside food?

You are welcome to bring your own cake (or cupcakes) into the Zoo and your rental area. No other outside food or beverage items are allowed in the private rental spaces. Your catering selections will be delivered to the rental space at the start of the 2-hour rental timeslot.

What can I bring into the Zoo?

For the safety of our animals; items such as pets, imitation weapons, skateboards, balls, balloons, confetti, flags, straws, boom boxes/speakers, loud toys, horns, and laser pens are not allowed. Denver Zoo reserves the right to refuse any other items that animal staff advises may cause distress to the animals.

Can I bring my own decorations?

Yes, we do allow limited décor for the special day. However, we do not allow balloons, straws, music speakers, confetti, or piñatas for the safety of the animals. Also, we ask that any decorations be hung with removable tape only. Before planning your decorations, please consult with our team on approved items and those in which are **not** allowed into the Zoo.

Can we store food or presents?

The Zoo does not provide any storage areas. We suggest bringing a wagon to help you cart items between the Zoo and your vehicle. Denver Zoo wagons are limited, but are available to rent from the Safari Outfitter / Concierge booth.

Are any of your spaces ADA accessible?

Yes! Grasslands Studio is ADA accessible.

If You Have Any Other Questions...
Contact a Birthday Specialist at 720.337.1612