Columbus Zoo Safari Adventure Birthday Party FAQs

What are E-Tickets?
- The E-ticket is a one-day general admission and parking pass sent electronically via email for use by you and your guests.
- The ticket may be scanned directly off of your smartphone or printed off in paper form.
- The ticket can be scanned multiple times, up to 32 guests maximum.

What is the maximum number of guests I can invite?
(Grand Parties—see below)
- The party includes admission for 32 guests. Due to fire code regulations, our party room can only accommodate an absolute maximum of 32 guests. This includes adults, children, and babies NO EXCEPTIONS. If you are looking for something bigger, check out our Grand Safari Adventures Birthday Party package.

What types of animals come into the party?
- The Education Department’s Program Animals are included in the package. A typical selection may include a snake, armadillo, turtle or lizard. We typically bring in four animals; some are animals the kids may touch and some are not. You may request certain animals prior to your party, but we can’t make promises due to other programs, health checks, etc.
- Jungle Jack’s Animal Ambassadors can be added on for $500. These animals travel with Jack Hanna. These animals are typically higher profile animals and may include a fennec fox, penguin, palm civet, etc. Again—we can take requests, but no guarantees. Animal Ambassadors schedule fills up quickly; please notify us as soon as possible for your best chances at availability.

What do I need to bring?
- Your own cake or cupcakes unless you have purchased a cake through the Zoo.
- Your E-ticket (or membership) and a camera! Come have fun and let us do the work for you.
- If you are expecting a large number of gifts or other items, please consider bringing a cart or wagon of some kind. You are responsible for transporting your items to and from your vehicle.

When do I bring my cake?
- Cakes must be brought with you on the day of your party.
- We cannot accommodate cake deliveries nor do we have space to store cakes earlier than the day of your party.
- If you are arriving at the Zoo early to walk around before your party you are welcome to drop your cake off in the Education Building when you arrive at the Zoo. Please arrange this in advance with our birthday staff. We will need to know the time that you are arriving and the size of your cake.
- We have limited space in our cooler to store cakes. Tiered cakes cannot be stored in our coolers, but we may be able to store them at room temperature.

Can I bring my own decorations?
- The birthday party room is decorated in a jungle safari theme. The tablecloths, centerpieces, tableware and punch are all included. If you choose to bring additional items in the room, please remember that balloons, items taped to wall or ceiling, straws, piñatas, alcoholic beverages and glass are not permitted.
  - If you would like to bring additional items, please coordinate by contacting us at birthdays@columbuszoo.org. Space is limited, so the number of items may need to be restricted.
**Columbus Zoo Birthday Parties**

**Where are the birthday parties held?**
- The birthday party room is on Zoo grounds in our Conservation Education Building. Once you come into the Zoo, the Education Building will be to your right just before the pathway to the entrance to the North America region. Signs will be posted on the front door of the building and down the hallway to direct guests to your party.

**What if the Zoo closes prior to our party end time?**
- During certain times of the year (winter, spring, and fall), the Zoo closes prior to when our 4:00 p.m. party time ends. Your e-tickets allow your guests to enter the Zoo any time on the day of your party so guests may enjoy exploring the Zoo before the party begins. Guests will not be able to walk around the Zoo after the party if the Zoo is closed.

**May I bring in my own food?**
- Outside food is not permitted. The exception is bringing your own birthday cake. We offer Donatos pizza packages and Kroger fruit and veggie trays as food options.

**How many does one pizza feed?**
- The pizza is a large Donatos pizza delivered from the Powell Donatos location. Medium gluten-free pizza can be substituted at no additional cost. The pizzas are cut into squares and feeds approximately 4-6 people per pizza.

**What items are included in the party favors?**
- The standard party favors include Safari Adventures Birthday Party water bottle, Zoo pencil made from recycled newspaper, animal fruit snacks, reusable straw, and a card redeemable for a Zoo experience, treat, or souvenir ($5 each).
- The deluxe party favors include a plush Zoo animal bookmark, an animal print slap bracelet, and a plush Zoo animal hugger ($10 each).
- Here is a sample picture of our party favors (animals and item colors vary):

  ![Standard Favor](image1.png) ![Deluxe Favor](image2.png)
What if the Birthday Child is younger than the given Age Range?

- Please keep in mind our parties are designed for children ages 3-10 years old. The activities may not be age-appropriate for younger children.
  - We may have some general “free play items”, however specific age appropriate games/activity supplies will be the party family’s responsibility.
- We do not have access to high chairs; if you need a high chair, you are responsible for providing one.
- If you plan on having a “smash” cake, please bring a tarp of some kind.

What is the typical order of events for the party?

- As guests arrive, they are invited to sign a special card for the birthday child.
- After being greeted by one of our animal ambassadors, the party kicks off with activities/games for the kids. The activities are age-appropriate. For example, a party for a 3-year-old may include an interactive story or a matching game. A party with 5-year-olds may include ‘pin the nose on the lion’, four corners or freeze dance. A party with 10-year-olds might include a headbands guessing game, musical chairs or ‘animal guess who’.
  - Activities are chosen at the party hosts’ discretion. They choose activities based on the average age range of the kids, number of participants and general personalities.
- We then proceed to opening gifts. Your host will keep a list of the gifts given to the birthday child from the guests. Please let us know up front if you prefer to take gifts home to open.
- Guests are then invited to the tables for cake.
- Finally, everyone gathers together at the end to visit with more Education program animals.
- *Please note this is a typical order; actual event order may change and is up to the party hosts’ discretion.*

Can I get into the party room early?

- You can come into the party room 15 minutes before your scheduled party. We usually are fully booked every weekend, and we need time between the parties to clean and reset for the next party. Thank you for your understanding.

Can my party guests consume alcohol during the party?

- Our birthday parties are alcohol-free events. Under no circumstances can alcohol be brought into or consumed in the party room, even if it has been bought at the zoo. We will ask all adults with alcoholic beverages to finish them outside of the Conservation Education building. This is for the safety of the children, the party guests, and our animals, and this is strictly enforced.

What is included with ride wristband add-ons and where do we pick them up?

- Ride wristbands include the boat ride, 4-D theater, carousel, train, camel ride, pony ride and rides at Jungle Jack’s Landing (when open). (Boat ride and pony rides are a seasonal attraction). Ride availability is weather dependent.
- Ride wristbands will be distributed to the party contact at the arrival for your party unless you notify us that you would like to pick them up prior to your party start time. Please note that time for rides must be planned prior to or after your party time ends and to plan accordingly with Zoo operating hours.

What is the cancellation policy for birthday parties?

- All cancellations are subject to a processing fee. Cancellations must be made at least three weeks in advance to receive an 80% refund. If less than a three-week notice is given, no refund will be issued.
What is the rescheduling policy for birthday parties?
- All rescheduled parties are subject to a processing fee. Reschedules must be made at least three weeks in advance for a 20% fee. If less than a three-week notice is given, the full cost of the party will be charged.

Grand Birthday Party

What does a Grand Birthday Party include?
- Admission for up to 50 guests is included in the party package. In addition to everything offered in a Safari Birthday party, we also provide a larger party space, supplies and activities for 50 guests and a third birthday host.

What is the maximum number of guests I can invite?
- The party includes admission passes for 50 guests. Due to fire code regulations, our party room can only accommodate an absolute maximum of 50 guests. This includes: adults, children and babies.

Party with a Purpose

Where do the donations go?
- Donations go to the Adopt-an-Animal in the name of the birthday child.
  - Animal Adoption Funds support the care and health of all Columbus Zoo and Aquarium animals.
- For a complete list of donation options, please click the “package details and donation options” link on the Party with a Purpose section of the Birthday website.

What is in the Donation Package? (minimum donation applies)
- The Adopt-An-Animal Package includes:
  - A folder with a certificate of adoption
  - Animal fact sheet
  - Photo of a Columbus Zoo animal
  - Invitation to the Adopt Appreciation Day (mailed separately)
  - Animal plush
  - Thank you card

- Guests that donate at least $25 will receive a thank you letter from the Columbus Zoo in the mail.

When are the donations collected?
- You may ask your guests to bring a donation to be made in your child’s name to be collected in a separate envelope that we will provide during the party.
- We will provide donation envelopes as well as a card box. Please let us know at least three weeks in advance of your party to which fund you would like the donations to be given.
- Guests may donate online before or during the party. The donation website is https://give.columbuszoo.org/PWP.

Is there a donation minimum?
- We encourage a minimum donation of $65.