

Thank you for your inquiries regarding your child's special Birthday event. We work hard to make sure you don't have to. We supply everything down to the candles while the Zoo sets the stage for a roaring goodtime! Also, check on information concerning your child's Birthday Party, at www.sfzoo.org @ [Birthday Parties](#)

Here are some helpful hints about having your birthday party at the SF Zoo:

- We generate Admission & Ride Passes when you have firm numbers. **PLEASE NOTE:** The final count, food orders and cake details are due no later than the Monday prior to your event; this is considered your guaranteed information.
- The food and party package is organized for **12 children and the package items**, you can add children to the party package by paying the additional package price fee. If the package idea or layout does not work for you, you can inquire about hosting a larger catered event with Taste of the Wild Catering, or inquiring about adding time (is not always possible for the packages.) We ask for no more than 30 children at each party.
- Children 3 and under get into the Zoo free, the tickets involved in the party package for kids under that age can be used by the adults for their admission to the Zoo/party. All adults need admission ticket or membership card to come into the party location.
- We offer an \$8.00 discounted admission for additional adults, members can join for free, but we like to know the number of people in the room and ask for no more than 55ppl.
- **You are responsible for distributing all tickets to your guests** by mail or day of event, this is depending on how you set up the party and is up to you and how wish to organize your party day.
- Parking passes are generated the day of your party & will be awaiting you in the Membership Office. You and your guests only need them upon leaving.
- Parking is not reserved & is available on a first come, first served basis. Additional parking is available on Sloat Street outside of our lot
- Carousel or the little puffer ride tickets can be used on either ride the day of.
- Zoo maps are available in the Membership Office or at the Gate House for guests.
- Refunds will not be given for rain or any unused tickets or parking passes.
- No outside food allowed into the Lemur Café for birthday parties, we do offer an adult menu or other Catering options for party guests if you want to order extra food.
- Gather your guests in the main entry and/or advise them to walk to the LEMUR Café or other designated birthday space at the time you have reserved the space. Your guests are welcome to come early to the Zoo or stay late at their leisure.
- A party host/hostess will greet you and your guests when you arrive at the Cafe. Note: the party host/hostess does not provide entertainment. **The Zoo is the entertainment.** Our host/hostess is at the party room to situate and expedite lunch/cake & ice cream. When parties are large our host is not responsible for serving cake to the adults too and you may need to have someone assist her for timely service.
- If a \$300.00 non-fundable deposit has not been received then your reservation has NOT been guaranteed
- We provide a decorated cake with child's name on it, you do have a choice in ordering for the 9" round cake. You can also bring in an additional cake/desserts or order a larger cake if you wish too. In these cases you may need to help with the cutting and serving of additional/larger cake.
- Remember we provide a fully decorated space, all needed supplies, goodie bags, drinks, ride tickets, clean up, a T-shirt, cake/ice cream and more depending on your party.
- You can add to the party by bringing in some activities (see restrictions on website), music or adding a face painter etc. The time spent in the party room is mainly for socializing and celebrating as a group, eating food, exchanging presents, drinks and cake time.

If you have any questions or want to book at date, please contact me directly. I look forward to arranging this special event!

Thank you,

Laney Odom
Group Sales Manager (415) 753-7236
San Francisco Zoo & Taste of the Wild Catering