Thank you for booking your birthday party at the Chattanooga Zoo! We cannot wait to celebrate with you. In this document, you will find answers to frequently asked questions, information about your party space, and what to expect the day of your party.

Contact Us by email at Education@chattzoo.org or by phone at 423-679-1322

What does my party include?

- Rental of a party space for 2 hours
- Admission for up to 30 guests (including party family and child)
- Zoo Staff party host to assist your party
- Mini tour of an area of the Zoo
- Visit from 2 ambassador animals to your party

The Party Space

Both party spaces include:

- Six 6ft tables with plastic table coverings and chairs (3 tables for seating; 2 for food; 1 for gifts)
- Access to a bathroom
- Access to a refrigerator and freezer

The Cabin is a freestanding, traditional log cabin structure. The Classroom is a large room in our Education Building that has jungle-themed painting. Both spaces are comparable in size and located close together. Both space have access for driving a vehicle around to the back of the Zoo to unload party supplies.
General Party Structure

How the party is structured is ultimately up to you, however below is a suggested structure. When you arrive, you will confirm activities and timing with your party hosts.

**Arrival:** Check in 30 minutes before party begins at the party check in station at the front of the Zoo.

1. **Food and Drinks.** (30 minutes) If you opt to bring food and drinks in, it is best to do this first thing while food is still hot and guests are still arriving. This will allow all guests to arrive before Zoo-led activities.
2. **Zoo Tour.** (30 minutes) We will go on a Zoo Tour of an area of your choice. Expect this to last 20-30 minutes.
3. **Cake/Presents.** (30 minutes) If opening up gifts or having cake at the Zoo, this is best done after the tour.
4. **Animal Presentation.** (30 minutes) Your party hosts will wrap up your party by bringing two animal ambassadors into the party. This typically happens at the end of the party.
5. **Clean Up.** After your party ends, your hosts will help you load your party supplies and will take care of cleaning the space. Your admission is good for the rest of the day! If you have a 4-6pm party, your hosts will lead your party guests up to the front of the Zoo and open the gates for you.

**Note:** If you purchased train rides for your party guests, these can either be given to your guests to use at their leisure, or you may take a group train ride during your tour.

Rain Plan

In the event of rain, your party structure will be modified to accommodate for the weather. Rainy-day tours highlight our indoor exhibit spaces. If you opt out of the tour, we will add an additional animal to your presentation!

Frequently Asked Questions

**What food or drink can I bring?**

We do not limit the types of food you can bring in for your party. We do have preferred vendors who will offer a special rate or discount for Zoo Birthday Parties if booked through them.

**Where do my guests check in?**

Guests will check in at the front of the Zoo and look for the “Party Check In” sign. They will be required to sign in and will then be directed back to the party space.

**What time can my guests arrive?**
Your guests receive Zoo Admission with your party package and may arrive as early as 9am when the Zoo opens and stay as late as 5pm when the Zoo closes. They will not gain access to the party space until 30 minutes before the party begins. Guests may remain in the Zoo after the party is over as well.

The 4pm-6pm part is the exception to the above. We strongly encourage party guests to arrive early to visit the Zoo before the gates close at 5pm. All party guests will be able to enjoy the Zoo until 6pm, but will be escorted up as a group at the end of the party to exit the Zoo.

**What if I exceed the 30 guests allowed?**

We will keep track of all guests that sign in your party and alert you if you exceed 30. Each additional guest will be $6 per person and we will settle-up at the end of your party. Please keep in mind that each party space can hold a maximum of 45 guests.

**What animals might visit my party?**

We have a wide variety of animal ambassadors that are specifically trained for visiting guests during educational programming and birthday parties. We will take into consideration requests for a particular animals, however this is not guaranteed. Please alert your party host the day of the party of any fear or allergies of animals.

Reptiles: turtles, tortoises, snakes, and lizards.
Mammals: rabbits, chinchillas, hedgehog, ferrets

**Can we decorate the party room?**

You are able to tape or hang items in the rooms. You are not able to use tacks, nails, or packing tape.

**Is there anything I cannot bring in?**

For the safety of our animals and for the good of the environment we do not allow balloons or confetti. We will not allow any guests to enter with balloons.

**Can I purchase any rides for the party?**

Train rides can be purchased for your party guests at a discounted rate. Either they are given to your guests to use at their leisure, or you may take a group train ride during your tour.

If you have any additional questions or concerns, we are happy to help! Please call us at (423) 697-1322 or email us at education@chattzoo.org.