

# Lake Superior Zoo's Wild Side Birthday Parties

## Frequently Asked Questions

### **How soon do I need to make a reservation?**

We recommend reserving your party at least one month in advance. Spring and summer are our busiest seasons, and usually require more than one month notice. However, we may be able to accommodate your party on shorter notice. Just ask!

### **If I need to cancel my party, can I get a refund?**

If you cancel a minimum of 2 weeks before your party date, you may receive a full refund. If you cancel less than 2 weeks before your party date, you may receive a refund minus the \$25 deposit fee. There are no refunds given after the 2 week deadline.

### **Can I visit the party area before I book a party?**

Yes. You can arrange to visit the party area, please call (218) 730-4500 ext. 204, to set up a date and time.

### **Is parking included with the party?**

Yes! Parking is always free in the Zoo parking lots. Keep in mind that during spring and summer, parking lots can be filled but street parking may be available. Please allow plenty of time to find parking and walk to your meeting location.

### **Where should my guests meet?**

All party guests should check-in at the Admissions Booth. Once checked in, party guests can head down to the Solar Station.

### **What time can we arrive?**

**You may arrive 15 minutes prior to the start of your party.** (Ex: if your birthday party is scheduled for 1:30pm, you will have access to the party space at 1:15pm.) If you would like, you may purchase additional time at \$15 per 30 minutes. At the end of your party, you have 15 minutes for clean-up.

### **Can parents drop off their children for my party and where?**

**You must designate an adult to meet children who are being dropped off at Admissions.** The Zoo is a large and busy place, and children should never be left unattended.

\*\*Zoo staff is not responsible for children being dropped off for your party.

### **Where should parents meet to pick up their children?**

Parents picking up your party guests must wait at the Entrance Gate. You will determine the time of pickup, and will accompany your party guests back to the Entrance Gate to meet their parents.

*\*\*Parents who have not paid admission will not be allowed onto grounds to come and get their children from you.*

**What is the required parent to child ratio?**

We require 1 adult for every child 3 and under. For children 4 and up, there is a required 1:8 adult to child ratio.

**Are there restrooms close by?**

There are portable restrooms located right next to our Solar Station and on the upper and lower level of the main Zoo building and in the Primate Conservation Center.

**Is the party area child-proof?**

The party area is designed for children's programs; however, it is not completely free of hazards. Live animal enclosures, hard surfaces, and small items are present in the area.

**Who leads the party?**

You will be responsible for leading your party.

**Which allergens are present in the party area?**

**The Zoo is NOT a nut free area.** Nuts are an important part of the diet of many of our Zoo animals. Some of the animals that live in our exhibits may have nuts in their habitat as part of their diet or as a special treat. We also have other visitors and school groups that bring in their own lunches that may contain nuts.

**Do I provide my own plates, napkins, and utensils?**

Bringing your own tableware is perfectly fine. If you purchase a pizza party we will provide everything you need!

**Can I bring in food to serve a meal to my guests?**

Yes, food may be brought in. However, there may not be a refrigerator or freezer space available and no actual cooking may be done. There may be very limited access to electrical outlets. Also, keep in mind that the zoo does not provide serving dishes or utensils.

**Can I bring in birthday cake, cupcakes or ice cream?**

Yes. You are allowed to bring in cake, cupcakes, cookies or ice cream for your celebration. We do not have a refrigerator/freezer for public use.

**Do you have beverages available?**

Coffee, lemonade, sweet ice tea, pop, and ice water can be purchased.

**I have a lot of gifts to bring; is there a loading/unloading zone near the party area?**

By prior arrangement, we can meet you 15 minutes before your party time to allow you to load/unload your items. Extra prep or party time is available for an additional charge.

### **Can I hold my party in any other areas of the Zoo?**

The Birthday Party programs are only available in the outdoor Solar Station. You are welcome to design your own birthday experience and take advantage of our beautiful animal exhibits, fun attractions and guest amenities. Most eating areas at the Zoo are only available on a first come-first served basis.

### **Are parties canceled because of weather?**

A birthday party would only be canceled if Zoo grounds are closed. In this unlikely event, you would be notified immediately and would receive a full refund for your party. In all other cases, remind your guests to dress for the weather!

### **How will I be notified about confirmation of my party?**

We prefer to send an email confirmation. If you would like an information packet by mail, please let us know. If you do not receive confirmation within 2 business days, please call (218)730-4500 ext. 204

### **How can I pay for my party?**

You may pay by cash, check or credit card, either in-person or over the phone (credit card).

### **Can I bring in decorations?**

We want your party to be an outstanding experience for you and your guests, and decorations play a big part of that and table top or free standing decorations are very welcome! **Balloons, confetti, and piñatas are not allowed on zoo grounds. These items are not safe for our zoo animal family.** If you have some special decorations that you would like to use, please ask. Please, keep in mind that the use of tape, pins, tacks, staples and ladders are prohibited.

### **Can I keep the decorations?**

Decorations provided by the zoo are property of the zoo. Please do not remove these from the birthday party area. If you would like to keep any of the decorations, a charge of \$50 will be added to your party total.

### **What if I have other questions?**

Please don't hesitate to call our birthday party coordinator at (218)730-4500 ext. 204 or email [shalligan@lszoo.org](mailto:shalligan@lszoo.org)