

# **Santa Ana Zoo Rentals**

## **Frequently Asked Questions**

### **How early can I get into my party area to setup?**

As of May 2019, Birthday & Deluxe Package rentals are allowed 30 minutes of set-up and clean-up time. *Extra time will NOT be allotted for late arrivals, so please make sure you are prepared and arrive on time.* For parties that end at 4pm, please note that the zoo closes its gates at 4pm and there is strictly NO re-entry into the park after 4pm.

### **Is there a place I can store my items prior to or after my party?**

*We DO NOT have any storage facilities for your items before or after your event.* You can rent a wagon for \$10 from the gift shop to help you transport your items to the party area or you can bring in your own wagon. *The Santa Ana Zoo is NOT responsible for storing or refrigerating any of your party items.*

### **Can I bring in my own food?**

*You may bring in any food to your party area as long as it does not require any on site preparation.* Caterers are allowed with proof of liability insurance provided. We DO NOT allow any outside grills inside the zoo. However, we do have a grill on zoo grounds that you can rent for \$75. You can have your food delivered to the zoo, but you will have to wait for your deliveries outside the zoo gates. *There is NO alcohol or smoking permitted on zoo grounds.* Parties found with alcohol will result in shut down of the party and the SAPD/Ranger will be contacted and will result in the loss of your deposit.

### **May we bring in decorations?**

Yes, you may bring in your own party decorations. *However, we DO NOT allow any balloons, confetti, or any other inflatable decorations inside the zoo.*

### **Are we allowed to bring in Easy-ups/canopies?**

Yes, you may bring in an easy-up or a canopy to your party area.

### **Can a Zoo employee help unload and/or cart items to and from my party area?**

*Zoo staff will NOT be available to help carry/transport any items to your party area.* You will be responsible for loading and unloading your own items to and from the party area. It can be a long walk to your party area so we recommend either bringing in your own wagon, or renting one from the TreeTop Toys gift shop for \$10. You may not "borrow" wagons or strollers to help transport your items. Wagon rentals are based on availability. Golf cart transportation will NOT be made available.

### **Will there be a host or zoo staff member in the party area during my party?**

*We do not provide any host nor will our staff be present in the party area during your party.* Staff will check in with you at the beginning of your party to answer any questions and will come and go throughout the remainder of your part. *If you have an emergency, please report it at the Ticket Booth.*

**What if I have questions during my event?**

*Please stop by the Gift Shop if you have any questions or requests during your event.*

**Can I bring music to my party?**

Yes, you may have music in your party area as long as it's not loud. Because the Santa Ana Zoo is in proximity to residential neighborhoods and for the safety and comfort of our animals, *we require that all music and sound levels be conscientiously obeyed*. Failure to comply with the sound levels set forth by the Santa Ana Zoo will result in forfeiture of your entire deposit.

**What is the minimum and maximum number of guests?**

There is no minimum or maximum number of party guests. However, each party area can accommodate a different number of guests comfortably. For instance, the Amazon's Edge party area can accommodate up to 50 guests comfortably, the Exploration Outpost area 50 guests, and the SAZOO's party area up to 100 guests.

**How many tables are in each party area?**

The **Amazon's Edge** party area has 6 picnic tables and 2 rectangular tables.

The **Exploration Outpost** Party Area has 5 picnic tables and 2 rectangular tables.

The **SAZOO's** party area has 8 picnic tables and 2 rectangular tables.

**Are there any electrical outlets?**

There are NO electrical outlets in the Exploration Outpost or in the SAZOO's Party area. *Electricity is available only at the Amazon's Edge.*

**When do I pay for the party?**

All fees are to be paid on the day of your event at the gift shop.

**Where do I pick up my train/carrousel tickets?**

You will pick them up at the gift shop on the day of your event when you make your payment. Please note that rides are constantly being maintained and we can't guarantee that rides will be open that day. The tickets can be used at any other time if they don't all get used on the day of your event. *Any leftover tickets are non-refundable.*

**Can I purchase more train/carrousel tickets?**

Train and carrousel tickets can be purchased in advance at a discounted rate of \$25 per ticket book. Let the Rentals Coordinator know at least 3 days in advance how many additional ticket books to include in your party package. Each ticket book contains 20 tickets. Train Rides require 3 tickets per person and the Carrousel is 2 tickets per person.

**Where do my guests check in?**

*Your guests will check in at the membership desk located at the front entrance of the zoo.* You do not need to leave a list of names of all your guests. Your guests will simply let the staff know that they are here for your party and the staff will keep a count of all your guests. Children 2yrs and under get in for free; therefore, they are not counted as part of your guest count. Adults and children over 3yrs are counted as part of your guest count. This includes Zoo Members and residents of Santa Ana.

**What happens if I end up with more guests?**

Staff will keep a count of all your guests and if you end up with more than what your party package allows, then we will bill you for any additional guests at \$10 per person. You will be invoiced after your party if there were more guests than allowed by the Rental Agreement. You will not be refunded if less guests attend your party than anticipated.

**What is the zoo's cancellation & inclement weather policy?**

All rental fees are non-refundable (unless event is cancelled more than 72 hours prior to the event date); this includes full and partial refunds. However, you have up to 13 months to reschedule in case of rain or inclement weather. Canopies will be placed over all party areas when there is forecasted rain. Please call if you are concerned about the weather.

**What type of deposit is required for party rentals? Is it refundable?**

A \$100 deposit is required for birthday party rentals against potential damages. If your deposit is forfeited, you will receive a notice explaining the reason(s). Reasons might include leaving piñata debris behind, cigarette butts left on the ground, and staying in the party area outside of the allotted time. A satisfactory clean up of the rental site is expected. ***If area is not cleaned up on time, your deposit will be forfeited. Your deposit is not applied to your total payment and is not charged unless there are damages or a cancellation within 3 days of the rental.***

**What do people usually do during the 1.5hrs or 2.5hrs in their party area?**

Most people choose to take full advantage of their time in the party area to visit with guests, eat birthday cake and open gifts.