



Confirmation | Birthday Party

Thank you for choosing the Minnesota Zoo to celebrate your upcoming birthday party!

Our age-appropriate animal-themed parties will be an exciting part of your celebration. Be sure to bring your camera! The first 45 minutes includes a naturalist-led program that includes a live animal visitor. The remaining 45 minutes is the time to have cake and juice (optional add-on or bring your own), opening presents, and/or games. The Zoo staff member will be available to assist as needed.

When your party time is over, please escort your guests back to the Guest Services desk where any children will be able to meet back up with the adult who dropped them off.

After your party, please check out at the Guest Services desk to pay for any additional people in the room over the 15 included in your package. Your final guest count will include everyone in the party room—the birthday child, other children, and all adults including the birthday child parents. For example, if you had 18 people in the room, you would need to pay \$15/person for the extra 3 people for an additional \$45.

You and your party guests are welcome to stay and enjoy the rest of the Zoo on your own. Birthday gifts and leftover cake can be held for you at Guest Services while you explore the Zoo.

Monday, prior to your party, please email educate@mnzoo.org with your expected headcount (number of adults and children) and if you have any changes to your optional cake/juice and/or party bag order.

Arrival at the Zoo – Please share this information with your guests.

When you enter the Zoo turn left at the stop sign and park in the Gibbon or Camel Lot. If there is a “flagger” at the stop sign, please let them know you are with the birthday party and must go to the left. Enter through the main Entrance and show your confirmation to the cashier before checking in at the Guest Services desk. Check in at least 15 minutes prior to the party. As your guests arrive, the cashier will instruct them to meet you at the Guest Services Desk. A Zoo staff member will meet you at Guest Services a few minutes before the party start time and will escort you and your guests to the party room.

Decorations and Party Bags

The Minnesota Zoo’s party rooms are themed with animal decor. Due to time constraints, outside decorations are not allowed. For the safety of the animals, balloons, glitter, confetti, straws, bubbles, piñatas, noisemakers, lights, and whistles are not permitted anywhere inside the Zoo. If you ordered party bags and want to fill them with your favors, you can do so before your party while waiting for your guests to arrive.

Please refer to the [Birthday Party](#) webpage for more information and FAQs.

CANCELLATION AND REFUND POLICY

Parties that need to cancel or transfer must do so a minimum of 7 days prior to your party. If you have to cancel your party, your money will be refunded less a \$50.00 service fee, or you may reschedule the party within 2 months of the original date of the party for a \$15 reschedule fee. You may only reschedule once. There are no transfers available with less than a 7 day notice and no refunds will be given less than 7 days prior to your party.

If I can be of further assistance, please call me Monday through Friday at 952.431.9390.

Sincerely,
Kristie Nord | Education Community Programs Scheduler
Phone: 952.431.9390 | E-mail: Educate@mnzoo.org