



## Confirmation | Llama Trek Birthday Party

Thank you for choosing the Minnesota Zoo as the place to celebrate your upcoming birthday party! Our Llama Trek parties will be an exciting part of your celebration. Be sure to bring your camera!

You and your guests should plan to arrive 15 minutes before the birthday party is scheduled to begin. A Zoo naturalist will meet you at Guest Services at this time and escort you and your guests to the private party room. The party will start as we will walk out to Llama Trek to participate in naturalist-led activities such as walking and grooming the llamas. You will also meet one of the Llama Trek Animal Care staff. Afterwards, you will return to the party room for cake and juice (optional add-on or bring your own), and opening presents.

After the party you will need to check out with Guest Services to pay for any additional people in the room (over the 15 people included in the package). All people in the room are counted towards the headcount (including birthday child, and all adults and children in the room).

You and your guests (that are attending the party) are free to tour the Zoo on your own before the party.

Please note that there is a 15 minute walk to get to Llama Trek. Please have everyone dress for the weather, wear good walking shoes, and apply sunscreen if needed for your time outside.

Monday, prior to your party, please email [educate@mnzoo.org](mailto: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. On the day of your party, Zoo staff will verify your final count, and if necessary, your charges will be adjusted at the Guest Services desk after the party. Your final guest count will include everyone in the party room, including the birthday child and parents and all adults and children.

### **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 15 minutes prior to the party. A Zoo naturalist will meet you at Guest Services, ask for your final head count, and direct you to Guest Service staff to settle your account, then assist as needed. As your guests arrive, the cashier will instruct them to meet you at the Guest Services Desk. A few minutes before your party starts, the naturalist will escort you to the party room.

### **Decorations and Party Bags**

Due to time constraints, outside decorations are not allowed. For the safety of the animals, balloons, glitter, confetti, straws, bubbles, 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.

### **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 | Email: [Educate@mnzoo.org](mailto:Educate@mnzoo.org)