

HOUSTON ZOO BIRTHDAY PARTIES- FACILITY RENTAL AGREEMENT

Please note that these terms and conditions were agreed upon at your time of booking.

Rental Information:

1. Your rental fee includes the rental of the pavilion for two hours, 30 Zoo admission tickets (valid for adults and/or children for the day of the party only) and table covers for all the tables.
2. A deposit of the entire party package price is required to reserve a timeslot. This is non-refundable.
3. Both the Indoor and Outdoor Pavilions are equipped with five 48-inch round picnic tables with attached seating and two 6-foot buffet tables.
4. The **maximum capacity** of each pavilion is **55 guests**.
5. The plastic table clips and/or table covers used in the pavilions are the property of the Houston Zoo. Please leave them on the tables at the end of your party.
6. In an effort to protect our animals, you are NOT permitted to bring the following items onto Zoo Grounds: glass bottles, alcohol, plastic straws, whistles, streamers, balloons, balls, Frisbees, confetti, string-a-can, silly string, inflatable's (of any kind), piñatas, live animals, electric toys, or anything on wheels (excluding strollers or coolers with wheels).
7. The Houston Zoo does not provide any decor. You may bring in decor, but it must be limited to the tops of the tables. You may not hang anything from the walls or the ceiling.
8. Your final guest count, additional Zoo admission tickets, Carousel tickets, goodie bags, and food orders are **due the Monday prior to your party**.
9. Entertainment such as an Animal Experience, face painter, airbrush tattoo artist, etc. must be requested and approved by the Special Events staff at least **2 weeks prior** to the event date. (Please reference **Animal Experience Information** on the next page for more information).
10. **Final payment is due (5) days prior to the birthday party.**
11. **If final payment is not received, we will consider your party cancelled.**
12. All events at the Houston Zoo, including birthday parties, take place regardless of weather conditions. Our birthday parties do go on **rain or shine**.

Parking Information:

1. The closest entrance to your pavilion is the Medical Center Gate located at 1618 Cambridge St. across from the Ben Taub ER. Parking is not allowed at this gate, but you can use this entrance as a loading/unloading zone.
2. Alternative parking close to the Medical Center Gate is available at Memorial Hermann Medical Plaza for an additional cost. Standard parking rates apply.
3. You are also welcome to park in our main Zoo parking lot and enter through the Zoo's Main entrance.
4. Please note that on busy days HPD may turn Hermann Park Drive into a one-way street. This makes parking in the Zoo's main lot very difficult, if not impossible for Zoo guests. Unfortunately this is out of the Houston Zoo's control as the parking lot is owned by the City of Houston. We strongly encourage you to distribute the alternative parking information sheet to your guests.
5. Extra time will NOT be allotted for late arrivals so please make sure you are prepared and arrive on time. The Houston Zoo will charge a \$30.00 fee for every 15 minutes that your party exceeds its designated conclusion. The fee will begin 15 minutes after the party's scheduled ending.

Ticket Information:

1. The Houston Zoo does not have a Will Call system. It is your responsibility to distribute your admission and Carousel tickets to your guests.
2. The 30 admission tickets included in your party package and any additional tickets you ordered at booking will be emailed to you in PDF form shortly after your initial order is complete. Please print these tickets and distribute to your guests.
3. Additional admission tickets may be purchased for \$9 each and additional Carousel tickets may be purchased for \$1.25 each through the Special Events Department until the Monday prior to your party.
4. **Please note that each ticket has an individual barcode and number and can only be scanned once. For this reason, you MUST print and distribute the tickets to your guests.**
5. All party guests require an admission ticket, with the exception of Zoo Members, or children under the age of 2.
6. The Special Events Department cannot provide you with any additional tickets on the day of your party. Any additional tickets needed the day of your party must be purchased through the Admissions Department.
7. In the event that all of your tickets must be reprinted the day of your party, you will incur a \$35

reprinting fee.

8. Everyone must have a ticket in order to ride the Carousel. In the event that a child is smaller than 48", an adult must accompany them, and that adult may ride for free.
9. Zoo admission tickets and Carousel tickets are valid on the day of the event only. These tickets are non-refundable.
10. Any special promotions (i.e. 4-D theatre tickets, giraffe feeding tickets, etc.) are simply pre-paid and printed tickets. You will not receive any special line advances or arrangements in purchasing these tickets through the Special Events department.

Animal Experience Information:

1. Animal Experiences require 2 weeks notice to book, are subject to availability, and are never 100% guaranteed (due to the safety of our animals).
Please note: You will receive confirmation once your Animal Experience request has been submitted. You will also be notified whether or not your request has been approved. If you have not received confirmation of the above, please contact Special Events staff immediately.
2. Animal Experiences are not available in our Outdoor Pavilions during the months of June through October due to temperature and weather conditions. Animal Experiences are also not available when the temperature exceeds 85 degrees.
3. Animal Experience times cannot be changed. They are scheduled for 11AM, 2PM, and 4PM.
4. We cannot take requests for specific animals for your experience, guarantee any particular animal will be at your party, or tell you ahead of time which animals will be available.

Food Information:

1. If you choose to use a full service catering company for your event, the outside caterer must be pre-approved by the Houston Zoo at least two weeks prior to party. There will be a 20% charge (applied to the total cost of the catering invoice for the event) paid to the Houston Zoo for the use of any outside catering company.
2. We do not permit any type of food delivery service into the Zoo during your event.
Please note: If you are using a catering company that plans to deliver you must set up delivery to take place off Zoo grounds, outside of the Zoo gates.
3. You are permitted to bring in any food that does not require any on-site preparation. No chaffing dishes, hot plates or crock plates are allowed.
4. If you bring your own food, drinks or cake to your party, you are responsible for transporting it all to and from the pavilion.
5. If you bring your own food, you are responsible for any knives, plates, forks, napkins, etc. that you may need. If you order catering through the Houston Zoo these items will be provided for you.
6. Bags of ice can not be purchased the day of your party. You must make arrangements with the Special Events staff prior to the event date or bring in your own.

Information about the Day of your Party:

1. Houston Zoo staff will NOT be available to meet you at the front entrance or West Gate to help carry your food, gifts, etc. to your pavilion. Golf cart transportation will not be made available.
2. You are responsible for any items that you bring onto Zoo grounds and must transport those items back to the pavilion in the Children's Zoo and out of the Zoo after the event.
3. It can be a long walk to your party pavilion; we suggest either bringing your own wagon, or renting one from the Zoo at the entrance for \$11. You may not "borrow" wagons or strollers to help transport your items. Houston Zoo wagons may not be taken out of the Zoo (note that the parking lot is not part of the Zoo). Wagon rentals are based on availability.
4. Our staff will not be present in the pavilion during the entirety of your party. Staff will check in with you at the pavilion to answer any questions, and then will come and go throughout the party.
5. You may arrive to your pavilion no earlier than 15 minutes prior to your party time to setup and you will be given 15 minutes after your party to clean up.
6. The Houston Zoo is not responsible for storing or refrigerating any of your party items.

Additional Terms and Conditions:

1. Please refrain from feeding the animals. This includes all wild species found on Zoo grounds.
2. Please help us keep the Zoo clean and take all items with you when you leave.
3. All party cancellation requests must be submitted to the Houston Zoo Special Events staff in writing at least seven (7) business days before the party. Please note that the **deposit for the pavilion is non-refundable** and will be retained upon cancellation. If you cancel within the seven business days you will pay the full price of the party along with any food or extra items ordered.
4. All events at the Houston Zoo, including birthday parties, take place regardless of weather conditions. Our birthday parties do go on **rain or shine**.