

## HOUSTON ZOO BIRTHDAY PARTIES- FACILITY RENTAL AGREEMENT

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

### Rental & Venue Information:

1. Your rental fee includes the rental of the pavilion for two hours. Each pavilion contains (7) 48-inch round tables and (2) 6-foot buffet tables for your use. The Outdoor Pavilion is equipped with picnic tables with seating for 35. The Indoor Pavilions include seating for 50. We are unable to provide additional tables and chairs.
2. Twenty-five (25) Birthday Party Passes, including Zoo admission, unlimited carousel rides and entry for special exhibits when applicable, are included in your rental package. Tickets are valid for adults and/or children. Infants (1) and under are free and do not require an admission ticket.
3. **Birthday party rental and passes are non-refundable and non-transferrable.** The full payment is due at the time of booking to reserve the pavilion space and time.
4. **The maximum capacity of each pavilion is 50 guests.** Occupancy over the 50-person capacity is in violation of the fire code. Exceeding capacity may result in removal by the fire marshal or security and forfeiture of payments.
5. You may purchase up to 25 additional Birthday Party Passes at a discounted rate if purchased in conjunction with your Birthday Party rental. **Birthday Party Passes must be purchased in advance and cannot be purchased at the gate.** Additional passes must be purchased no later than seven (7) days prior to your reservation. Additional passes are not issued until payment is received.
6. Your final guest count and requests for additional tickets are **due no later than seven (7) days prior to your party reservation.** We are unable to issue additional passes less than seven days before your reservation.
7. For the protection of our animals, the following items are **NOT permitted** on Zoo Grounds:  
**Balloons, inflatables, glass bottles, alcohol, whistles, streamers, balls, Frisbees, confetti, glitter, string-a-can, silly string, piñatas, live animals, electric toys, chalk, bicycles, scooters or other toys on wheels. (This excludes strollers, wagons, and rolling coolers).**
8. Décor is permitted, provided the items meet the Zoo guidelines above. Banners may only be hung by push-pins in the cork board in the Indoor Pavilions. Adhesive materials are not allowed on Pavilion walls or table covers. Adhesive may be used on fencing and windows only.
9. Entertainment such as an Animal Experience or face painter must be requested no later than three (3) weeks prior to your party. Payment is due upon approval from animal handling staff. (Please reference Animal Experience Information below for more information.)
10. All entertainment not reserved through the Houston Zoo must be approved by Group Reservations at least seven (7) days prior to the party. Entertainers require an admission ticket to be provided by the party host to be admitted into the Zoo. The Houston Zoo is not able to provide an admission ticket or assist in escorting or transporting items for outside entertainers. Outside entertainers must complete an Outside Vendor Agreement at least seven (7) days prior to arrival.
11. The Houston Zoo is a rain or shine venue. **All birthday parties will take place rain or shine.** In the event that the Zoo is closed due to extreme weather, we will reschedule your party at no charge. If you need to reschedule your party for a reason other than weather, please contact Group Reservations as soon as possible. All reschedules are subject to availability and a rescheduling fee.
12. Any pavilion booked for any use other than a birthday party for a child 12 years or younger (i.e. meetings, girl scout/boy scout troops, church groups, etc.) will be immediately cancelled and refunded.

### Admission Information:

1. The 25 Birthday Party Passes included in your party package and any additional passes ordered will be emailed to you in PDF form shortly after your initial order is complete. If you are not adding a greeter to your party, please distribute tickets to your guests. Please contact Group Reservations if you do not receive your tickets upon booking.
2. **All party guests, including the host family and birthday child, require an admission pass for entry.** *Please note that only the Birthday Party Pass includes unlimited carousel rides and admittance to special exhibits, when applicable. Birthday Party Passes that are not used for admission cannot be used for the carousel or special exhibits.* Infants 1 and under are free and do not require a ticket.
3. Additional Birthday Party Passes may be purchased for \$15.00 each up to seven (7) days prior to your party by contacting Group Reservations. Birthday Party Passes are not available for purchase at the gate.
4. **Each pass has an individual barcode and can only be scanned once. Passes MUST distributed to your guests individually.** We recommend taking a "screen shot" of your tickets to distribute electronically.
5. **The Houston Zoo does not have a Will Call.** It is your responsibility as the party host to distribute tickets to your guests. If you choose to add a greeter, he or she will distribute tickets to your guests for two hours at either the Main or Medical Center Entrance. A staff member will provide the greeter with the tickets on the day of your party.
6. We are unable to provide any additional passes on the day of your party. General admission tickets needed the day of your party must be purchased at the regular gate price.

### **Parking Information:**

1. The Zoo entrance nearest your pavilion is the Medical Center Entrance (Gate 3) located at 1618 Cambridge Street across from Ben Taub Hospital. Parking is not available at this gate, but you may use this entrance as a loading/unloading zone.
2. Alternative parking near the Medical Center Gate is available at Memorial Hermann Medical Plaza at 6400 Fannin. Standard parking rates apply.
3. Parking is available near the Zoo's Main Entrance at 6200 Hermann Park Drive. Please note that parking is limited at this lot. During peak times, law enforcement may limit access to Hermann Park Drive. It is strongly encouraged that party hosts distribute alternative parking information to guests and allow ample time for arrival to fully enjoy your visit and party.
4. Additional time will not be allotted for late arrivals and no exceptions will be made. Please ensure that arrangements are made for you and your guests to arrive early.

### **Information Regarding Arrival & Departure:**

1. Zoo staff will not be available to meet you at the Main Entrance or Medical Center Entrance to help transport items to your pavilion. This also applies to any outside vendors arriving on the day of your event.
2. You are responsible for any items that you bring onto Zoo grounds and must transport those items to and from the pavilion.
3. We suggest bringing your own wagon or renting a wagon. Wagons are available for rent near both the Main and Medical Center entrances for a fee. Wagon rentals are based on availability.
4. A staff member will meet you at your pavilion at the beginning of your party and provide their contact information. He or she will remain on grounds for the duration of your party, but will not be present in the pavilion during your party.
5. You may enter the pavilion up to 15 minutes prior to your rental time. You must vacate the pavilion, including removal of all personal belongings, no later than 15 minutes after your reserved time. Any items left behind will be discarded. We are unable to accommodate extensions.

### **Food Information:**

1. The Houston Zoo does not allow full-service outside catering companies on grounds. You are welcome to bring outside food and drink, but outside catering companies are not allowed onto the property. Glass containers and alcoholic beverages are not permitted.
2. Deliveries are not permitted onto Zoo grounds during your event. You may meet deliveries outside Zoo gates or off Zoo grounds.
3. Food requiring on-site preparation is not permitted. No chaffing dishes, hot plates or crock-pots may be used on Zoo grounds.
4. You are responsible for transporting your own food, drinks, and/or cake to your party.
5. You are responsible for providing all utensils and cutlery including knives, plates, forks, napkins and cups. If ordering catering through the Houston Zoo, these items will be provided.
6. We are unable to provide ice or other miscellaneous items.
7. Storage and/or refrigeration is not available for food or other party items.

### **Animal Experience Information:**

1. Animal Experiences must be requested at least three (3) weeks in advance. Payment is due upon approval from animal staff. We are unable to accommodate requests for specific animals. In the best interest of the animals and to give our staff the ability to adjust for changes in animals' health and behavior, we are unable to guarantee that a specific animal will be available. Weather and temperature on the day of your party will determine availability.
2. Availability of Animal Experiences in our Outdoor Pavilion during the months of June through October is based on temperature and weather conditions.
3. Common Animal Ambassadors include the following: giant rabbit, dwarf rabbit, chinchilla, armadillo, baby alligator, turtle, various lizards, various snakes, and various birds.
4. Animal Experience times are based on the reserved time of your party and cannot be adjusted.

### **Additional Terms and Conditions:**

1. Any damages made to Houston Zoo property due to the violation of our facility agreement will result in a \$75 fine, plus the cost of necessary repairs.
2. Please refrain from feeding the animals. This includes all wild species found on Zoo grounds.
3. All party cancellation requests must be submitted to the Houston Zoo in writing at least seven (7) days before the party. Please note that the **full rental cost for the pavilion, including Birthday Party Passes and catering orders, is non-refundable and non-transferable** and will be retained upon cancellation.
4. All events at the Houston Zoo, including birthday parties, take place regardless of weather conditions. Our birthday parties occur rain or shine unless the Zoo closes.