

# **Santa Ana Zoo Rentals**

## **Frequently Asked Questions**

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

Party A and Party B rentals are allowed 30 minutes of set-up and clean-up time. For example, if your reservation is from 10:30am to 12:30pm, you will be allowed to start setting up at 10:00am and you will be allowed to clean up your area until 1:00pm. *Extra time will NOT be allotted for late arrivals, so please make sure you are prepared and arrive on time.*

### **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 are allowed to bring in your own wagon for carrying or storing items. *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. 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 use at your party area.

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

*Within the 30 minutes of your setup and take down time, one Zoo staff will be able to assist you with one cart to carry items to and from your party area.* Additional carts or loads will require you to bring in your own wagon. You may not "borrow" wagons or strollers to help transport your items. 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.* One staff member 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 event. *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. *Power is accessible in the Amphitheatre rental area only.*

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

The maximum guests allowed for Party Package B is 50. If you need more guests, you'll need to rent the Amphitheatre area. Bringing in more than 25 guests for Package A or 50 guests for Package B will cause the forfeiture of your deposit.

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

The **Anteater Party Area** has 6 picnic tables and 2 rectangular folding tables.

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

The **SAZOO's Party Area** has 8 picnic tables and 2 rectangular folding tables.

**Are there any electrical outlets?**

*Electricity is available only in the Amphitheatre.*

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

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

**Can I purchase ride tickets?**

Tickets can be purchased at the gift shop at a discounted rate of \$25 per ticket book at the time of picking up your party packet. Each ticket book contains 20 tickets. Train and Ferris wheel rides require 4 tickets per person and the carrousel is 2 tickets per person riding a carrousel animal.

**Where do my guests check in?**

*Your guests will check in at the membership desk located at the Membership 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 2 years 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 on free resident day.

**What happens if I have more guests than planned?**

Staff will keep a count of all your guests and if you end up with more than what your party package allows, your deposit will be forfeit. You will not be refunded if fewer 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 \$250 deposit is required for Birthday Packages A and B against potential damages. *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.* 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.*