



Our birthday programs are designed to educate & entertain guests about all things animals and conservation. If you have questions about specific program objectives or logistics please visit our birthday parties website for payment details, program information and our FAQ section:

[https://www.edmonton.ca/attractions\\_events/edmonton\\_valley\\_zoo/birthday-party-packages](https://www.edmonton.ca/attractions_events/edmonton_valley_zoo/birthday-party-packages)

**For any booking inquiries, or to CHANGE or CANCEL your booking, email [artsattractionsbookings@edmonton.ca](mailto:artsattractionsbookings@edmonton.ca)**

### **Included in the Program Fee:**

- A themed 1.5 guided program tour delivered by an interpreter
- A 1 hour room rental, unguided by staff

### **Code of Conduct for the zoo**

To ensure safety and to respect other visitors, we ask that all program participants abide by the following rules while visiting:

- Artifacts should only be touched when a program leader has given permission
- Respect boundaries such as ropes, fences, signs, and those verbally given by your program leader. These protect sensitive spaces and keep visitors safe.
- Use quieter indoor voices when inside buildings and animal exhibit spaces
- Be respectful of staff, animals and other people in the area

### **Adult Supervisors & Group Size**

The maximum number of people (including parents and siblings) for your party is 40. A minimum of 2 adults are required to stay with your group at all times and assist with supervision and program activities. Additional parents and children/siblings will be asked to pay facility admission fees and tour the facility on their own (during facility operating hours only). Those additional participants can rejoin the group for the room rental portion or after the program ends.

For adults who do not want to tour around, you are welcome to stay in the party room while the group is out in the zoo.

### **Clothing and Footwear**

Please be prepared to spend time outdoors, as portions of the program will be conducted outdoors. We strongly recommend that ALL participants dress for the weather. Guests should be comfortable with spending at least 20-30 minutes outdoors (or up to 10 minutes if it's very cold), since guests will spend time walking from the EdVenture Lodge to the Saito Centre and in between buildings to visit animals. In poor weather, we cannot guarantee that the entire 1.5 hr program will be spent entirely indoors. Your interpreter will allow for more indoor time in inclement weather.

## **Interpreter Contact**

The interpreter assigned to lead your program will contact the individual who booked the program at least 72 hours prior to your field trip to confirm details with you. If you have not heard from your interpreter within 72 business hours and have questions about your program, please call the Zoo Experiences team at 780-217-0255. The interpreter will first try to contact you by email, if you haven't heard from them please check your spam folder.

## **Inclusion Accommodations**

We are able to tailor program activities, within reason, to assist students with learning and/or inclusion needs. If you would like inclusion adjustments to your program please let our team know when you book, or let your interpreter know when they contact you in advance.

**The zoo is not a nut-free or fragrance-free facility.** Common allergens encountered at the zoo include fur, feathers, dust, pollen, straw, and hay.

## **Weather Policy**

Our programs run rain, snow or shine. Please make sure all participants dress for the weather as some of the activities will take place outdoors. In extreme weather conditions, we will tailor program activities to balance between the indoors and outdoors for participant comfort. There is a lot of walking involved to navigate the site, for your group's safety and comfort while walking around the zoo, we recommend comfortable, closed-toed footwear.

## **WHAT TO BRING**

**Food:** We invite you to bring in the food of your choice for the party, or book alternate off site catering. There are no restrictions (i.e. pizza or pre-packaged food).

### **Decorations:**

You will have access to the following:

- Tables with paper taped on top & chairs
- Fridge for food storage (in a separate room);
- 2-3 electrical outlets

You may bring:

- Tablecloths (our tables are standard folding tables, 72x30")
- Table-top decorations
- Banners (to be attached only with advising a staff member)
- Party hats & Candles for the cake (and any serving utensils)

### **The following items are not permitted on-site:**

- ❖❖ Balloons, bubbles, whistles or kites
- ❖❖ Sparklers or other fireworks
- ❖❖ Items needing to be stapled, taped or nailed to the walls
- ❖❖ Items needing to be hung from the ceiling
- ❖❖ Pets or other animals (service dogs excluded)
- ❖❖ Your own BBQ or indoor grill

❖❖ Bicycles, scooters or inline skates

❖❖ Food items intended to donate or feed to zoo animals

## ARRIVAL / DEPARTURE PROCEDURES

### **Parking**

All invited guests must park in the public (main) parking lot at the bottom of Buena Vista Road.

### **Early Access to the Room/Site (for Set-Up or Decorating)**

You may arrive a **maximum of 15 minutes** prior to your birthday program to bring in materials and decorations to set-up for the party. The room will likely be locked as your program leader prepares for the program and will not be ready for you if you arrive any earlier.

### **Guest Arrival**

Please ask your guests to meet you at the front gate or in the birthday room a few minutes before the program start time, so that the program can begin on time. If you are expecting any late arrivals, we suggest you provide guests with your cell phone number, so that they can call you to determine your location upon arrival. Late arrivals can also ask staff at Guest Services to radio your interpreter to determine your group's location.

#### Morning Parties

Guests should arrive early or as close to the start time as possible. If you arrive to find the doors locked, the interpreter will be at the gates to let you in shortly. The doors will not be unlocked until the facility is open to the public, so late arrivals will be unable to get in on their own until the facility opens. If possible, provide guests who will be arriving late with your contact number to reach you, so that they can be let into the facility upon arrival. Pick up location is at the front gate, or the party room if the facility is open to the public.

#### Afternoon Parties

Guests can go straight to the party room or let Guest Services know they are here for a birthday and will be directed to the party room area. During our winter season (Thanksgiving weekend - Mother's Day weekend), any parents wishing to pick their children up from the party room will need to arrive at least 15 minutes before the party ends. Otherwise, the front gate may be locked until the group returns to the party room and the interpreter can let them in.

#### After-Hours & Evening Parties

Your program will begin and end at the front gate of the zoo. Outside of our regular hours, the front gate will be locked upon your arrival. Your interpreter will let you in 15 minutes prior to the party start time. Please advise any parents picking up their children after-hours that they will need to wait until the program ends. The facility will be locked to the public for the duration of the program. No member of your party can remain inside the Zoo after-hours once the party has ended.

For more information about program themes, payments, cancellation procedures and our program FAQ, [please visit our website](#).

*We look forward to seeing you soon at the Edmonton Valley Zoo!*