

# Zooper Parties!

## Frequently Asked Questions



### **How do I make a Zooper Party reservation?**

We recommend that you review the Zooper Party information on our website before you make a reservation. To make a party reservation, please:

- **Email** the completed form to [education@catoctinwildlifepreserve.com](mailto:education@catoctinwildlifepreserve.com). We will process your reservation form and e-mail you to confirm within 5 business days.

### **When are my final balance and guest list due?**

Your final guest list, as well as any additional "upgrade" options, is due **five days prior** to your party date. If the balance is not paid in full 5 days prior to the party, the party will be canceled and all materials and reservations forfeited.

### **What is the Preserve's cancellation policy for Zooper Parties?**

Parties will take place regardless of weather, unless the preserve itself is closed (in which case full refunds will be issued or we can work with you to reschedule your party). If for some reason you can not attend your party we can reschedule party based on availability. Cancellations made at least two weeks prior to the event will receive a refund of the total amount, minus a \$100.00 non-refundable processing fee. Cancellations made less than two weeks prior to the event will forfeit the paid amount, unless a doctor's note is presented.

### **How do we handle birthday guests that are Preserve members?**

Birthday parties are more than just Preserve admission. With that being said all child participants are to be included in the total count. Adults with memberships are free of charge and do not need to be included in the total count of guests.

### **When should I arrive?**

Upon your arrival to the preserve, a package will be waiting for you at the Main Gift Shop. You (the party host) should enter the gift shop while the rest of your guests remain outside. A Visitor Services staff member will give you your package, which will include admission tickets, gift shop coupon for the Birthday child and zoofood for the children of the party.

- Your CWP Birthday Host will meet you at the Main Gift shop 10 minutes before your scheduled Birthday time. The host will help you load any presents or other materials onto our birthday cart, and escort the entire group to your birthday area.
- If your scheduled Birthday Party time is later in the day, you may wish to have your guests meet you at the preserve early and tour the exhibits before the your scheduled time. You'll still check in at the Main Gift shop as described above, and can pass out the admission tickets and zoofood.

### **What if some of my guests do not show up, or I have more guests attend than I expected?**

We cannot issue refunds for guests who do not show up, but you are welcome to use the admission tickets later in the year. The tickets are good till the end of the season. Any extra guests can purchase tickets at the gate. Extra guests are not catered for in your Birthday package.

### **What do people usually do for the two hours in the party area?**

Many people use this time to open presents and have pizza and cake. We also have many add-on options to help fill out your party. You may pre-order pizza and bottles of drinks to provide lunch, or you may wish to consider the variety of Educator-led activities like private animal meetings or crafts we have available for an additional fee. They take the party worries away from you, and allow you to sit back and enjoy the celebration.

### **May we bring in our own food for the party?**

You are welcome to bring your own birthday cake as well as any other food items you wish. For the animals safety straws are not permitted. We have add-on options of beverages, pizza and cupcakes.

**May we bring in decorations?**

You are welcome to bring in decorations if you wish. **For the safety of our animals, balloons, straws and confetti are not allowed.** We also handle cleaning of the party area after your party, so you can head off to enjoy the preserve worry-free!

**What about goodie bags?**

Each child included in your final headcount will receive a goodie bag. You are welcome to add more items to the favors, but it is not necessary. Please be aware that for the safety of our animals, the preserve does not allow balloons or confetti, on grounds.

**Can we store food or presents?**

We do not have storage facilities for food or presents. We have a birthday party cart that can help to move presents between the main entrance and the party area or we suggest bringing a wagon to help you cart items between the preserve and your vehicle.

**Can we use the party area for a longer period of time?**

The Preserve schedules parties back to back with a brief cleaning/set-up time in between. Because of the quick turnaround, we must insist that you adhere to your party times.

**What if I want to have a Birthday party at the preserve, but I don't need all the extras?**

Catoctin Wildlife Preserve is now offering *Birthday in a Box*. All the items you need to have a fun party at the preserve without the hassle. For more information on Birthday in a Box please contact the Education Department.