



Frequently Asked Questions for Zoo Picnics

What time of day can I have my event?

To accommodate the needs of the client we offer two picnic times. If you book the day picnic rental you will have access to the site from 10am-2pm with Zoo admission for all day. If you book the evening picnic rental you will have access to the site from 4pm-8pm with admission to the Zoo for all day. For evening picnics your group must stay at the rental site after the Zoo has closed to the public and it is encouraged that all your guests visit the Zoo prior to dinner.

Am I allowed to hold a site and what does that entail?

There is no deposit necessary to hold a site and date for you for up to two weeks. After two weeks a facility contract must be signed and returned with the specified deposit to guarantee the availability of preferred location and date.

What is the cancellation policy?

A cancellation will be accepted in written form only. If canceled more than 3 months in advance the Zoo will retain the deposit. If canceled less than 3 months, the Zoo will invoice for 25% of rental fee, this fee is non transferable. If event is canceled less than 30 days before event the Zoo will invoice for 75% of rental fee which is non transferable. Due to the nature of the venue there are no rain checks.

What if it rains on my event day?

In the event of rain or inclement weather conditions we will try to relocate your event to an indoor or covered venue. However please note that there is limited covered space and we cannot guarantee that an alternate space would be available. If a covered venue is not available we will recommend the rental of an appropriate tent to execute your event.

When do I need to confirm my guest count?

You will need to confirm your guest count no later than 10 business days before the event. This is the number of guests that you are guaranteeing for admission and catering. After this date you can increase your count but can not deduct from this guarantee. Your final count will determine the number of event wristbands that you will receive.

How do I distribute event wristbands to my guests?

It is the client's responsibility to make sure that admission wristbands are distributed to all guests. We may provide a table and chairs at Zoo entry so that you may distribute the morning or afternoon of your event or you may make arrangements with the Event Sales Manager to pick up the week prior to distribute before your event date.

What if some of my guests are unable to come the day of the picnic?

The wonderful thing about a Nashville Zoo picnic is that you have 5 business days from the day of your event to return any unused event wristbands. Any unused wristbands received in this time frame will be traded for admission tickets valid for 6 months from the date of your event.

Can I bring in my own tent, tables and chairs or use an outside vendor?

For the safety of our animals the Nashville Zoo requires that our exclusive vendors handle the rental of tents, tables and chairs. The Event Sales Manager will provide a quote based upon your event needs.

What is included in my facility rental?

- Specified rental space (tent, table, chair rentals can be accommodated per the needs of particular event space)
- Free parking for all guests
- Use of facility site for specified time frame
- Nashville Zoo representative during event
- Nashville Zoo Docent Biofact Education Station exclusively set at your rental venue for a one hour time frame (parties of 100+)
- Set up/Clean up of rental space
- Specified number of admission tickets

What additional expenses are associated with a picnic?

- Catering
- Décor or additional rental needs

Am I allowed to bring in an outside caterer?

We have an exclusive contract for onsite catering with A Taste of the Wild Catering. The Event Sales Manager will work with you to create a menu perfect for your event.

Can I serve alcohol at my picnic?

Alcohol may not be served during Zoo hours. If you book the evening picnic rental then alcohol may only be served after Zoo closing (6pm April 1- October 15, 4pm October 16- March 31). Please speak with the Event Sales Manager about the specifics of serving alcohol after Zoo hours.

Can additional entertainment be provided for my event?

The Event Sales Manager may assist you with finding additional entertainment including but not limited to onsite animal programs, face painters, caricature artists, inflatables, and mobile DJ services. Please ask Event Sales Manager for pricing and guidelines.