

Zoo it Yourself Party

Frequently Asked Questions:

What can I expect the day of my party?

On the day of your party you will go to the Guest Services Hut located just inside the zoo's entrance while your party guests remain outside the ticket booth. A Guest Services representative will give you your party pack that includes: admission tickets, your requested carousel token OR lorikeet food voucher for each child, party favors, special gift for birthday child, gift shop coupons, activity sheets, and any add on food vouchers purchased. Once your entire party is present you will be able to enter the zoo and enjoy your day at your leisure. Please note that your entire party must be present to proceed through the ticket gates. Guest Services Hut will not be able to offer "will call" at any point during the day.

How do I reserve a Zoo-it-Yourself party?

You can reserve a party by going online to our birthday party page at http://www.nashvillezoo.org/events_birthday.asp and requesting a party date. A zoo representative will contact you and walk you through or email you the contract. Fill it out and then send it back to us via fax, mail, or e-mail. The full party balance is due 7 days prior to the reserved party date. If payment is not received 5 days prior to the party date the reservation and deposit will be forfeited.

When is my payment and guest count due?

Your guest count and any add-ons are due at least 7 days prior to your party date and your balance must be paid at this time, if the balance is not paid at this time your party will be canceled. Please note that while you can add guest on the day of your party the "party favors" for any additional children may not be available on this day.

What if I have additional guests on the day of my party?

We encourage you to have a full head count before payment is due but if you have additional guests on the day of your party you may pay for them at that time. Any additional child guests will not receive the party favors and vouchers that are provided for your other child guests as these packs must be reserved in advance. If your additional adult guests are zoo members they may enter through the zoo member entrance.

What if some of my guests are zoo members?

Any of your adult guests who are zoo members are welcome to enter the zoo through the membership line. Because children attending the party receive more than regular zoo admittance, children of members are counted as party guests and will be included in your total party charges. All children counted for admission will receive the package offerings.

What if some of my guests do not show up?

The Zoo can not offer refunds for anyone that does not show up but you are welcome to use the admission tickets, carousel tokens, or lorikeet food vouchers until the end of the year. The Café food vouchers or snack pack vouchers are only good on the day of your party

What is the cancellation policy for Zoo-it-Yourself parties?

The "wild" thing about Zoo-it-Yourself parties is the flexibility! In the case of weather or a family event prohibiting you from attending on your party date we can hold your materials and transfer them to another date. Rescheduling your party can only occur before entering the Zoo. If your party cannot be rescheduled you can use your zoo admission tickets and lorikeet or carousel tokens anytime throughout the year. Meal or snack pack vouchers can only be transferred to another party date and can not be transferred to open ended use. The Zoo is open 362 days a year but in the event that the zoo is closed due to weather or animal emergency a full refund will be issued.

What is a meal voucher and where do I use it?

Meal vouchers can be redeemed for a small souvenir fountain drink and one of the following meals: hot dog and fries, chicken finger basket, or a cheese or pepperoni pizza. Meal Vouchers can be redeemed at the Zoofari Café only.

What is a Snack Pack and where do I use it?

Snack pack vouchers can be redeemed for a small souvenir fountain drink and one of the following: cotton candy, regular popcorn, snow cone, or soft serve ice cream cone. Snack Pack vouchers can only be redeemed at Zoofari Outpost located by the Jungle Gym or at Snakebites located in Unseen New World Plaza. Both Meal vouchers and Snack Pack vouchers are non-refundable and not redeemable for cash.

Can we bring our own food to the zoo?

You are welcome to bring your own food to the zoo. Please note that there is no reserved seating at the zoo and picnic tables are on a first come first serve basis. Also note that for the safety of our animals straws and glass are not permitted on the zoo property.

What are the party favors and can I add my own?

The party favors may alternate throughout the year depending on availability but will consist of one Zoo themed toy and a sweet. You are welcome to bring additional party favors or goodies for your guests. ***Please note that for the safety of our animals balloons, confetti, piñatas, and straws are not permitted on the zoo property.***

Is there a place for us to store our food and presents?

Unfortunately we do not have the facilities at the zoo to store any food or presents. We do recommend that you bring a wagon and/or a cooler with wheels to transport your food and presents through the zoo.

What activities or tours do you offer?

The zoo does not offer personal guided tours but would encourage you to plan your leisurely trip around the zoo based on a keeper talk or animal shows. The keeper talks take place throughout the week at a variety of animal exhibits. To view the keeper talk schedule for your particular party date please visit http://www.nashvillezoo.org/visitor_keeper_talks.asp. Animal shows take place in the Amphitheater and last approximately 20 minutes. The show schedule on the day of your party can be found Nashville Zoo's website at http://www.nashvillezoo.org/education_shows.asp.

Other recommended daily activities would be a trip to the wildly popular Jungle Gym or a tour through Critter Encounter for an up-close visit with some of our residents.

What if we want to ride the carousel and receive lorikeet food vouchers?

One carousel ride OR lorikeet food voucher is included for each child guest in the per guest price. If you would like to participate in both activities you may buy Carousel tokens on the day of your party from the guest services or at the carousel and purchase Lorikeet nectar at Lorikeet Landing.