



FREQUENTLY ASKED QUESTIONS

What time of day can I have my ceremony/reception? To ensure greater privacy for your event we may only accommodate ceremonies and receptions after Zoo hours (6 pm March 15-October 15, 4pm October 16-March 14). We do allow daytime luncheons/dinners at Botswana Camp with some restrictions.

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 a 50% 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 6 months in advance the Zoo will retain \$500. If canceled less than 6 months, the Zoo will retain all payments paid to date. 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 a covered venue. However please note that there is limited covered or indoor space and we cannot guarantee that an alternate space would be available. If an adequately covered venue is not available we will recommend the rental of an appropriate tent to execute your event.

When can I set up and break down my event? Event set-up can begin no earlier than 3:00 pm. Break down must be completed by 12 am the night of your event. Set up/breakdown requiring additional hours will be billed at \$100/hr and is limited based on needs of the Zoo.

What is included in my rental?

- Rental space for contracted time
- Free parking for guests after 5:30pm
- Up to 3 site visits prior to event
- Tables & Chairs (where specified by contract)
- One Security Guard & One Front Gate Host
- Zoo Representative Onsite
- One Year Dual Membership for Newlyweds
- One Hour Wedding Rehearsal
- Basic Lighting Package

What additional expenses are associated with a wedding or reception?

- Wedding Planner (Strongly advised for ceremonies)
- Linens, china and glassware
- Decorations/Flowers
- Additional Security Guard where applicable
- Additional set up/breakdown hours or site visits
- Catering
- Rental of tent, tables, chairs where not included
- Animal Programs
- Specialized Lighting
- Evidence of general liability insurance in the form of a Certificate of Insurance for no less than \$1,000,000, naming Nashville Zoo as an additional insured

Where do I get special event insurance? We recommend the site www.wedsafe.com

Can I add additional décor to my facility site? Yes. All décor must be approved by the Event Sales Manager and must be removed by close of the event. Failure to do so is considered a forfeit of décor and possible loss of all or part of your security deposit. No decorations of any sort may be placed on any of the existing structures of the Grassmere Historic Farm, including stairs and both porches of the Croft House. No open flames of any kind are allowed. Candles must be enclosed in votive holders, hurricane lamps or other glass enclosures, and can only be used upon approval. Bird seed, real flower petals, bubbles and butterflies, in reasonable quantities, are the only items allowed during your ceremony or reception. Confetti, balloons, piñatas, rice, sparklers, fake flower petals and birds are NOT allowed.

May I have music at my reception? Yes. Each rental location has its' own limitations of sound and music. Please consult with the Event Sales Manager regarding the specifications to your particular site before booking any musicians. Music volume and bass in all areas of the Zoo must be kept at reasonable and appropriate levels. Event Sales Manager will help determine the appropriate volume for your music. City limitations require that music must end by 11pm.

Am I allowed to bring in an outside caterer? No. 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. Catering minimums do apply. Wedding cakes may be brought in from outside sources as A Taste of the Wild does not do wedding cakes.

Can I serve alcohol at my reception? Yes. Wine and beer may be served after zoo hours only with limited quantities allowed for luncheons at Botswana. Hard liquors are not allowed. Client must provide all alcohol that will be served, as well as, take any remaining alcohol with them at the end of the event. A Taste of the Wild Catering must provide the bartender at an additional fee. An additional security guard must be obtained by the Event Sales Manager for all receptions over 100 people serving alcohol. Cash bars are only allowed where reputable bar service company hired, please ask Event Sales Manager for recommendations. Any persons who are deemed by the Nashville Zoo staff to have had too much to drink or who behave inappropriately will be asked to leave the premises.

Do you have a “preferred vendor” list of vendor services? Yes. We have an extensive list of photographers, disc jockeys, cake providers, décor and material rental providers, and florists to make your planning easy. These vendors have undergone training on zoo security measures. Choosing vendor(s) outside this list will result in an additional fee/vendor (\$200/vendor).

Are the animal exhibits available for viewing? No, all Zoo animals go indoors at closing time. The only exception to this rule is events held at Botswana. If you would like to purchase tickets for guests, then the Event Sales Manager can arrange advanced ticket purchases at **\$11.00/person**. The Zoo does offer an Animal Ambassador program for private events, where some animals can be brought to your event for 30 minutes. Please ask the Event Sales Manager for more information on this program.

We have several guests who have trouble walking; does the Zoo provide golf carts for these guests? All site rental fees include the use of one golf cart for one hour. Typically, this hour is used to get the bridal party to and from the event site. Additional carts may be rented for **\$50/hour** (maximum of two carts per event)

Printed March 2012- Pricing and terms listed may change. Please speak with the Event Sales Manager for full listing of terms to date.