

## Kids Birthday Parties - Terms and Conditions

Auckland Zoo provides a unique venue for groups of all ages to have a great time in a safe, clean and green environment. It is very important that you take the time to read and understand these terms and conditions to ensure the success of your child's birthday party at Auckland Zoo:

### Payment and Confirmation

To confirm your booking a **non-refundable deposit of \$100.00** is required.

Final payment must be received ten (10) working days prior to your party date. Changes made after this time must be negotiated directly with the Bookings Coordinator and is subject to availability. Failure to make payment on time may result in your party being cancelled.

All guests attending the birthday party including Zoo Members must be present their ticket or pass to gain entry to the Zoo and the party venue. Anyone without a ticket will be required to purchase tickets and may not be permitted into the party venue depending on capacity.

Prices included in this document are applicable for the Birthday Party package only. Auckland Zoo reserves the right to amend these conditions or prices as required from time to time.

### Cancellations, Postponements and Refunds

All party changes, postponements and cancellations must be negotiated directly with the Bookings Coordinator and are at the discretion of Auckland Zoo.

Parties will take place regardless of the weather, unless the Zoo itself is closed.

Refunds will not be given for any bookings cancelled within seven (7) days of the party.

No refunds will be issued if guests do not show up on the day.

### General

Terms and Conditions of entry to Auckland Zoo apply.

Photographs and video taken of the Zoo and Zoo animals may not be used for commercial or promotional purposes without express permission from Auckland Zoo. For further information about commercial photography or filming at the Zoo, email [jane.healy@aucklandzoo.co.nz](mailto:jane.healy@aucklandzoo.co.nz).

A zoo staff member (party host) is present at every birthday party. The zoo party host will set up, pack down, liaise with the caterer and other suppliers on your behalf then help you clean up after your party is finished.

### Responsibilities of the Customer

*On the day of the party, the customer is responsible for:*

- The behaviour of attendees and compliance with the terms and conditions.
- Ensuring that party does not go over venue capacity at any one time
  - Critter Cottages: 50 people maximum
  - Party Courtyard: 50 people maximum
  - Kidzone: 30 people maximum
- Ensuring Zoo facilities are not left in an abused or damaged condition. Any damage to Zoo property will be on-charged to the customer who can then take the matter up with the person/s responsible.

- Ensuring that the times arranged for the commencement of the party are strictly adhered to. Please be on time as a courtesy to those providing your party services.
- Ensuring that the party (not including any pack down required) finishes within the designated venue hire period. Parties must not run over due to lateness by the client. Parties are scheduled 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.
- Ensuring that no glass is brought into the party area, for health and safety reasons.
- Ensuring that prohibited items are not brought into the Zoo, these include: whistles, balls, balloons, pinatas, frisbees or other throwing devices, party poppers or other noise makers, motorised vehicles, bicycles, skateboards or roller-skates/blades, alcohol or illegal substances.

## **Catering and Equipment**

You are welcome to supply your own food for the party. It should be noted however, that there are no cooking, cooling or storage facilities available at the Zoo.

Bringing BBQs, grills and other cooking equipment into the Zoo is not permitted.

Alcoholic beverages are not permitted in the party area. Alcohol can be purchased from Old Elephant House or Te Puna but must be consumed on those premises.

All hire equipment must be organised through a Zoo approved supplier. No other hire companies are permitted on Zoo grounds unless prior arrangements have been made with the Bookings Coordinator.

If you have arranged for any specialist items to be delivered to the Zoo, this must be arranged with us prior to the delivery date. You will be responsible for delivery and collection of such items. Auckland Zoo accepts no responsibility for any damage, breakage or loss of property arising during delivery or storage at the Zoo.

The customer shall take good and proper care of the equipment and shall be fully liable to Auckland Zoo for the cost of repairs or replacement of the equipment for any loss or damage caused. In the event that any equipment is returned to Auckland Zoo in dirty condition, the customer shall be liable for any cleaning charges.

## **Decorations, Theming and Costumes**

Auckland Zoo allows customers to bring their own decorations and theming onsite. Please liaise with the Bookings Coordinator for further information on what is permitted.

Balloons, balls, confetti, whistles, pinatas, scatters and party poppers are not permitted.

We allow attachments to the venue (walls, door or building) by the 3M range of products only. Nails, screws or adhesives (including blu-tac) are not permitted.

All equipment and decorations must be removed at the conclusion of the party, within agreed timeframes. Any decorations left onsite will be discarded.

Some animals are sensitive to costumed characters. Visitors must not bring into the Zoo any costume. Please check with the Bookings Coordinator if you are unsure.