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## Dublin Zoo Safari Explorers Party Package

***Dublin Zoo's Birthday Party Package is an all inclusive package so the only thing you need to worry about is getting your herd to the zoo on time!!!!***

***Dublin Zoo will take care of the food, the decorations, the goody bags, your party activities etc.***

### ***The Safari Explorers Party Package includes:***

- All day Admission to Dublin Zoo for each child
- One complimentary adult with every 5 children
- Special Dublin Zoo Birthday Party invitations
- Special trail tour with party host
- Wildlife themed party decorations
- Use of Private Safari camp
- Safari Picnic Box for each child
- Party activities in Safari Camp i.e. games, bio facts, etc.
- Dublin Zoo Goody Bags for each child
- Special Gift for the birthday child

***Dublin Zoo's Safari Explorers Party Package is available from End of March 2019 until End of September 2019***

Dublin Zoo • Phoenix Park • Dublin 8 • Ireland  
**T** 00353 (0)1 474 8900 **F** 00353 (0)1 677 1660  
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## **IMPORTANT INFORMATION FOR DUBLIN ZOO WHEN BOOKING;**

### ***Health Issues:***

Due to the nature of our programme it is important for us to understand any health issues that may arise during the party experience. For this reason it is essential that we ask parents/guardians to disclose **any allergies or diagnosed medical conditions** at the time of booking. Advising us of these issues in advance can help us cater for a wonderful party experience for all.

### ***Children with a Special Need:***

Dublin Zoo welcomes all children and we also endeavour to include and support children with a Special Need. In order to provide the most optimal experience for all children, parents/guardians are asked to disclose all physical, mental, intellectual or behavioural needs at the time of booking.

## **FAQs**

### **Is there a minimum and maximum number?**

The minimum number for a party in Dublin Zoo is **8 children**. The maximum we can cater for **per group is 25 Children and 5 Adults**. 30 people is the maximum capacity on the private venue.

### **What is the deposit required?**

The deposit is for the minimum number of children (8). Discount applies for annual pass holders.

### **How do I pay the deposit?**

The deposit must be paid online via the link on our website or over the phone by a debit or credit card **only**.

### **How do I pay if there is a balance due?**

All balances must be paid at the groups and annual pass entrance of the Zoo on arrival for the party.

### **What do I need to avail of the annual pass discount?**

A valid annual pass is required to avail of the annual pass discount. You will be required to quote your annual pass number on booking and this will be checked on the system to ensure validity. The annual pass will also need to be presented on arrival at the Dublin Zoo entrance.

### **How far in advance do I have to confirm my numbers for the party?**

Final numbers must be confirmed by the Wednesday before your party unless otherwise stated in your booking confirmation. If final numbers are not received by Wednesday we will take your numbers upon booking as your final numbers and charge accordingly.

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### Can I add additional people after I have given final numbers or on the day of the party?

Unfortunately we are unable to add additional people after you have confirmed final numbers. This is to ensure that everyone is catered for.

### How do the invitations work?

Once the deposit has been processed the invitations will be posted to you to distribute.

### What is Dublin Zoo's cancellation policy for birthday parties?

Dublin Zoo has a no refund cancellation policy. Your booking is transferable within 2 months of the date of your event, subject to availability.

### How early can we arrive at Dublin Zoo on the day of the party?

You are guests of Dublin Zoo for the entire day so you can arrive once the gates open. You must however enter as a group and meet your party host at the set time.

### Where do I meet out party host?

You will meet your party host inside the groups and annual pass entrance unless told otherwise when confirming your details. Your party host will have a sign with the party name displayed on it.

### What are the party times?

We have 2 time slots per day, 11am and 2pm.

### How long will the party last?

The party will last 2 hours.

### What happens if it rains?

Dublin Zoo is predominately an outdoor venue. We advise visitors to dress for the weather. Parties will not be cancelled in the event of rain or bad weather.

### Is there a place that I can store items before or after the party?

We don't have any storage facilities for food or presents in Dublin Zoo.

### Can I bring my own food?

Dublin Zoo provides catering for the party package. You are more than welcome to bring your birthday cake, however please bear in mind that **we do not have storage facilities and you will not be at the campsite until after the tour (1 hour).**

### If I bring additional items, can a staff member help carry the items to the party venue?

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Unfortunately the Dublin Zoo party staff will not be able to assist you in carrying additional items to the party venues.

### Can we bring decorations?

Dublin Zoo provides wildlife themed hats, plates, cups, napkins and table cloths. You may bring extra decorations if you feel it is necessary. These decorations can be set up on arrival in the camp during the party. For animal and visitor safety balloons, balls, Frisbees, whistles, roller skates, skateboards, scooters, party poppers, Styrofoam products, straws, confetti, toy guns, water pistols and piñatas are not allow into the zoo. You may not hang anything from the walls or ceilings.

### I have a guest that has a hard time walking how do I get them around the zoo?

Dublin Zoo has a limited number of wheel chairs available for rent. These wheel chairs are available on a first come first serve basis and cannot be reserved in advance.

### What does the trail tour include?

This is the first activity of the party and is led by the party host. The trail is a series of clues leading from one point to another beginning at the entrance and finishing at the camp (party venue).

### What happens when we arrive at the camp?

The camp is your private venue for 1 hour. While in the camp the children will receive their picnic packs and the cake can be served (*Dublin Zoo does not provide cake*). Activities depending on time remaining will include games, bio facts etc. **The activities in the camp are depending on the age of the children, behaviour and what the party host feels they will enjoy most.**

### What does the safari picnic pack contain for the children?

Sandwich, Fruit, Drink and Sweet treat.

### Do you offer adult catering?

The party food provided is for the children only, however you are more than welcome to visit any of the restaurant outlets onsite and pick something up for the adults.

### Will there be a staff member present in the camp for the entire time?

Yes your party host will be present for the duration of the party. The party host will distribute the catering and lead the activities with the children.

### Can I bring in an additional entertainer i.e. face painter, magician?

You are more than welcome to do this. However this is something that Dublin Zoo does not recommend. Dublin Zoo will need insurance details for the entertainer with an indemnity specific to Dublin Zoo. The entertainer will also have to pay entry to Dublin Zoo as part of the package.

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**What do the goody bags contain?**

A Poster, Small chocolate Bar, Lollipop, Animal Mask, Animal teddy

**What is the party child's extra gift?**

Larger animal teddy or similar item.

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### **Party Policies:**

- A minimum of **8 children** are required to hold a birthday party at Dublin Zoo, with a **maximum number of 25 Children and 5 Adults**. 30 people is the maximum capacity of the private venue. One adult per five children must attend and will also receive free entry.
- Your **party must enter as a group all together** at our groups & members entrance on arrival.
- Additional adult's entry fee is charged at our group rate of €16.00. Your party balance and any additional adults must be paid for in one transaction. Individual adults will not be able to pay individually for themselves. Parents and other guests who are not attending the zoo party can join the group at the completion of the event and enjoy the rest of the day at the zoo. (general admission applies)
- Final numbers (adults & children) & dietary requirements must be given **on the Wednesday** before the date of the party unless otherwise stated on your booking confirmation. If final numbers are not received by Wednesday we will take your numbers upon booking as your final numbers and charge accordingly.
- **Additional children or adults cannot be added to the party after 3 days prior to the party or on the day of the party.**
- No provisional dates can be held. Reservations must be made at least **1 week** in advance.
- Due to the nature of our programme it is important for us to understand any health issues that may arise during the party experience. For this reason it is essential that we ask parents/guardians to disclose **any allergies/dietary requirements or diagnosed medical conditions** at the time of booking. Advising us of these issues in advance can help us cater for a wonderful party experience for all.
- Dublin Zoo welcomes all children and we also endeavour to include and support children with a Special Need. In order to provide the most optimal experience for all children, parents/guardians are asked to disclose all physical, mental, intellectual or behavioural needs at the time of booking.
- The Party session will run for **2 hours** (Including the food)
- We do not allow outside food to be brought in for parties. Whilst you may however bring your own birthday cake, we must stress that we do not have storage facilities and you will not be at the campsite until after the tour (1 hour).
- For animal and visitor safety balloons, balls, frisbees, whistles, roller skates, skateboards, scooters, party poppers, Styrofoam products, straws, confetti, silly string, toy guns, water pistols are not allow into the zoo. Portable BBQ's are also not permitted.
- Dublin Zoo is predominantly an outdoor venue and is subject to varying weather conditions. In line with normal zoo policy, no refund will be issued on party fees due to inclement weather.
- **Parties start promptly so we advise you to ask your guests to arrive early. If you are late this will shorten your time slot.**
- Please ensure that parents understand that they cannot drop off their unescorted children before you arrive. Children must be supervised at all times.

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- Dublin Zoo is not responsible for the storage or refrigeration of additional items you bring to the zoo.
- A non-refundable deposit is required to secure the day and time. This payment will be taken by online booking or via credit card or debit card only.
- **Payment of the balance is taken at the Dublin Zoo entrance on arrival for your party.**
- The receipt will be mailed to your home address.
- Dublin Zoo reserves the right to alter on any given day due to animal welfare or health issues, but will ensure that if this is the case then the activity will be replaced with a similar experience.
- Dublin Zoo reserves the right to ask any participant to leave the site should they behave in an inappropriate manner.

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