



## **Dallas Zoo Private Events**

### **FAQ Sheet**

#### **Can we bring in our own caterer?**

No, Dallas Zoo has an exclusive on-site event caterer who is contracted for all food & beverage services provided on the property which ensures maximum efficiency as the layout and logistics of our venue are quite unique. Popular options include our set menus, but we can be flexible in customizing a menu to your taste and budget.

#### **Is there a Food & Beverage minimum?**

Catering is required for all venue rentals and there is a minimum headcount of 25 guests. Menu pricing does not include service charge or tax.

#### **Can we have alcohol?**

Yes, alcohol is permitted for events held at the Dallas Zoo. However, all beverage services will be handled by our on-site event caterer, as they hold the liquor license.

#### **May I take home unconsumed Food & Beverage after my event?**

We do not allow any food or beverage to be brought onto the property without prior written approval from our on-site catering team. We also do not allow any food or beverage, including alcohol, to be removed from the premises by the event host, their guests, vendors, or agents due to health and safety codes and/or other restrictions.

#### **Is there a security charge?**

Dallas Zoo will staff security personnel to monitor the zoo entry points for all evening events. If additional security is required at the event for whatever reason, additional fees may apply. You will be notified of our security requirements and fees at the time of booking.

**Do I need to purchase admission tickets?**

All day zoo access is available with paid group tickets. Adult admission rate is \$14 each and child admission rate is \$11 each. After-hour events do not require attendees to have a ticket to enter (apart from Zoo Lights). We do require a guest list and/or a client provided representative at point of entry. Access to zoo areas other than the group rental space is restricted.

**Where do my guests park?**

Dallas Zoo has more than 750 spaces available in our nearby parking lots. Parking is \$12 per vehicle and can be pre-purchased at the time of booking. Complimentary parking is available after 4pm, with the exception of Zoo Lights.

Located at the corner of Ewing Avenue and Clarendon Drive, the Dallas Zoo Station is also served by the West Oak Cliff segment of the DART Rail Red line. Facilities include a "kiss & ride" drop-off and pickup area and a bicycle rack.

**What time can my event start and end?**

Events can begin as early as 8am. Exclusive evening events can begin up to one hour after the zoo closes. Music has a curfew of 10pm with an overall event curfew of 10:30pm.

**What does my Facility Rental include?**

We make it easy! Your facility rental includes in-house tables, chairs, black linen, set up, and clean up. Any requests for furniture or quantities exceeding what we already own may require an additional rental fee. For all inclusions, please ask your event sales representative.

**When can we set up or decorate for our event?**

You may do any 'personal touches' during Dallas Zoo's scheduled set up window. Please discuss options with your event sales representative at the time of booking.

**How can I confirm my event?**

To confirm your event, we require 1.) a signed event agreement, and 2.) a deposit which totals 100% of your Facility Rental. When we receive both requirements, your event will be secured in our event calendar. Until both requirements are received, we reserve the right to accept other offers for the date and space(s) you are considering for your event.

**Do you have audio/visual equipment onsite that we can use?**

All venues come with A/V capabilities. Please inquire with your sales representative for more details.

**May I bring in my own vendor(s)?**

Yes, we do allow outside vendors. However, you must seek approval in writing from your event sales representative before hiring an outside vendor to provide a service on Zoo property. Without authorization, outside vendors will not be permitted onsite whether they were contracted before you selected us as your venue or not. All outside vendors must agree to our Vendor Procedures to receive approval. All approved vendors must also provide a Certificate of Additional Insured.

**What type of entertainment does the zoo allow?**

Bands and DJs are permitted with their acceptance of our vendor terms and zoo protocols. A certificate of insurance naming Dallas Zoo and SSA Group, LLC. as additional insured will also be required. You will be provided a copy of our vendor agreement and insurance requirements when booking. You are recommended to only hire a third-party vendor after confirming they accept our terms and conditions and receiving written approval from us that the vendor is approved. Third-party vendors will be denied access if they are not approved in advance.

Special effects equipment, including but not limited to smoke machines, haze machines, laser shows, or fireworks, are not permitted.

**What parts of the Zoo can we see during our event?**

Events held during operating hours will have access to their reserved space, and to the Zoo's exhibits with purchase of admission tickets.

Evening events will take place after the Zoo is closed. Therefore, the only area you and your guests will have access to is the area you have rented for the event. Animal encounters and exhibits can be added on for an additional fee.

As a condition of hosting your event with us, it is essential that you understand that our animal exhibits are a living collection. Animals may or may not be viewable at any given time due to changes in the animal collection, weather and season, actions to promote the health and well-being of the animals, and the animals' choices.

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