

# Dallas Zoo Private Events

## Frequently Asked Questions

### Can we bring in our own caterer?

No, all catering must be provided by Dallas Zoo's exclusive on-site caterer, SSA Group. Catering is required for all venue rentals and there is a minimum headcount associated with meal selections. Menu pricing does not include service charge or tax.

### Can we have alcohol?

Yes, alcohol is permitted for events held at the Dallas Zoo. SSA Group holds the liquor license at the Dallas Zoo, therefore, liquor, beer, and wine may not be brought into the Zoo from outside sources. All bars will end 30 minutes prior to event end time.

### 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 SSA Group. 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?

Rental fees do not include guest admission and all day Zoo access is available with paid group tickets. Adult admission rate is \$15 each and child admission rate is \$12 each. After-hour events do not require attendees to have a ticket to enter (apart from Dallas 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.

### 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. Lighting can also be limited in some parts of the Zoo which can impact animal viewing and area access.

### 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 4:00 p.m., with the exception of Dallas Zoo Lights.

The DART Rail Red Line drops off at the Dallas Zoo Station, which is located directly across Clarendon Drive from the Dallas Zoo's main entrance. The station includes a drop-off & pickup parking area and bicycle storage rack.

### When can my event begin?

Events can begin as early as 8:00 a.m. Exclusive evening events can begin up to one hour after the Zoo closes. Music has a curfew of 10:00 p.m. with an overall event curfew of 10:30 p.m.

### What does my Facility Rental include?

We make it easy! Your facility rental includes in-house tables, chairs, black linen, 30 minutes of set up and 30 minutes of tear down time. Additional rental fees will be assessed for events that exceed the allotted time. 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.

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## What 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.

Please note that balloons, confetti, toys that take flight, noise makers, and special effects equipment including but not limited to smoke machines, haze machines, laser shows, and fireworks are prohibited.

## How can I confirm my event?

To confirm your event, we require a signed event agreement, and a deposit which totals 50% of your Facility Rental and 25% of all other event charges. Once both are received, your event date and space will be reserved on our calendar. We reserve the right to accept other offers for the date and space(s) you are considering for your event in the absence of a signed contract and deposit.

## 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.

## Can I advertise my event?

All graphics, including the Dallas Zoo logo, photos, and written materials for event promotion must be approved by the Dallas Zoo Marketing and Communications Department. Submit all materials to the department, via your Sales Representative, for approval before printing or posting.

Media invitations and publicity materials require permission from the Dallas Zoo Marketing and Communications Department. Media must arrive at the main entrance at the designated time and be escorted by Zoo staff. Filming and photography are allowed only within the event space unless pre-approved by the Dallas Zoo (72) business hours before the event.