



HOLIDAY GATHERINGS: Frequently Asked Questions

The Basics

Can we come to the Calgary Zoo to do a Site Tour of your Venues?

- Yes – in fact, we encourage it! We'd be thrilled to welcome you to the zoo for a private Tour of our facilities. Site Tours are free and we will take you through the Venues of any locations that you're interested in. Please contact us to schedule the Site Tour.

What type of Holiday gatherings can you accommodate?

- We offer an extraordinary list of Event types for all types of groups – the list includes but not limited to: Corporate Christmas Party, Adult Christmas Party, Family Christmas Party, Corporate ZOOLIGHTS Admission Packages, Cocktail Receptions, Come and Go Gatherings, and we're open to all other ideas!

Do you offer entertainment for a Family Christmas Party?

- Yes, we are very happy to welcome back the live performance of Candy Cane Kids (presented by Occasional Notes). Please contact us for more information.

What days of the week can I host my Christmas or Holiday gathering?

- All Holiday Event types are available for booking 7 days a week – subject to availability.

What dates are available?

- Please contact us for our Holiday Venue availability!

How does your Holiday pricing work?

- Please reach out for more information! We offer everything from all-inclusive packages to fully customizable Events.

Does an Event booking include access to ZOOLIGHTS?

- Yes, all evening Holiday Event bookings include access to our fantastic ZOOLIGHTS experience! Please note that the 2021 ZOOLIGHTS experiences will be running from November 19th, 2021 to January 2nd, 2022.

Do you charge GST? Do you charge Gratuity?

- As a charity not for profit, we do not charge GST on the applicable Venue Rental and Food & Beverage spend. An 18% gratuity will be automatically charged on all Food & Beverage selections.

Which Venues/locations are available for booking?

- We offer the following Venues for all Holiday Event bookings: ENMAX Conservatory, Safari Lodge, Grazers Restaurant, and Grazers Lawn & Tent (Outdoors with firepits).

How many people can your Venues accommodate?

- Our maximum capacities depend on the Venue that you are selecting, but generally speaking, we can host Events as small as 10 guests and as large as 300 guests.

How do I confirm my Holiday Event with the Calgary Zoo and make payment?

- We book Events on a *first-come first-served* basis and your date is not guaranteed until we receive the initial deposit and the signed Contract Agreement. Please contact us for more details.

What would the payment schedule look like for my Holiday Event?

- In order to guarantee your Event date and Venue selection, you must provide your initial deposit along with the signed Contract Agreement. This deposit is equal to the Venue Rental Fee for the Venue that you selected. The outstanding balance is then due within 10 days of the Event date.

What is your postponement policy for Holiday Events?

- We continue to support a very flexible postponement policy if you need to change your Event date. Please ask us for more details on what a postponement would look like due to a change in the COVID-19 gathering restrictions.

What is your cancellation policy?

- You have the right to cancel the Event and terminate the Contract Agreement by giving the Calgary Zoo written notice. If you cancel the Agreement by giving at least six (6) months written notice, we will refund the deposit – except for Team Builders, Christmas & Holiday Parties, and all BBQ's (E.g. there are no refunds for these types of Events). Corporate and social functions cancelled in writing between two and six (2 and 6) months before the Event date will result in forfeiture of the entire deposit(s). Events cancelled within two (2) months of the date will result in the full anticipated charges of the Event being invoiced.

Do you offer special rates for Calgary Zoo Members?

- Unfortunately, there is no discount for members. Holiday Events are sold as a group package and the costs are not affected if some of the guests have passes or memberships.

Can I take pictures and/or post photos of my Event on social media?

- Absolutely, yes! When booking a Holiday Event at the Calgary Zoo, you are welcome to utilize all public areas on the zoo grounds for photos. While we respect your photographer's desire to capture the perfect shot, we would ask that you please be respectful of the grounds, our animals, and other visitors that may be on park. Please contact us for more information on our preferred locations across the Calgary Zoo.

Can we celebrate our Holiday gathering in January?

- Yes!

Food + Drinks**Do you have an in-house caterer? Can we bring our own food & beverages?**

- At the Calgary Zoo, the exotic experiences don't end with the animals. Our chefs extend that feeling of discovery and excitement with inspired creations to delight your senses. With one of the largest catering

teams in the city, we're confident that your guests will enjoy a first-rate dining experience as civilized or wild as your taste! No outside food or beverage is permitted.

When do we have to make our final guaranteed guest numbers?

- Final guaranteed guest numbers for your Event are required no later than 10 days prior to the Event date.

When do we have to make our final Menu selections?

- Generally speaking, menu selections and dietary considerations are required no later than 30 days prior to the Event date but we will work with you and your timeline while planning out selections.

Can we bring in our own food and beverage?

- No outside food is permitted.

Can we bring our own wine, beer, or champagne? What about hard liquor?

- No, you cannot bring in your own beverages, alcoholic or otherwise. All beverages must be ordered through the Calgary Zoo and served by Calgary Zoo Catering Staff.

Are you licensed to provide alcohol service?

- Yes, absolutely – we are licensed to serve alcohol throughout our park. All of our Venues have full Bar services.

How is alcohol priced, and is there a bar minimum?

- We would be happy to provide you with our full Bar Menu and possible selections. A Bartender labour charge of \$30 per hour will apply (minimum of three hours) if Bar sales are less than \$400.

Are there additional charges for bar staff?

- Only if Bar sales are less than the agreed upon amount of \$400 total.

DÉCOR + RENTALS

Are tables, linens, chairs, plates, silverware, and glassware provided, or will I have to rent them myself?

- Yes, all of these items are included in the Venue Rental.

Are we allowed to decorate our Venue?

- Absolutely, yes! Please consult with your Event Sales Coordinator on the full list of prohibited items (due to the safety and welfare of the animals) which include but are not limited to: all balloons, rice, confetti, piñatas, sparklers, fireworks, and all open flames. All décor must be free standing and the setup time allocated is up to 3 hours (including time for Catering to set the Venue). Upon request, your Event Sales Coordinator can check the availability of your Venue for earlier setup.

Do you have signage or other aides to direct guests to my event?

- Yes, our Guest Services Team and on-park Volunteers will be happy to guide your guests to the proper Venue or locations. We will provide you with a dedicated zoo map which can be shared with guests as well as several on-park visual aides to direct your guests. Please note that signs are not allowed to be placed around the zoo without the prior written consent of the Calgary Zoo.

VENDORS + STAFFING:

Do you offer on-site coordination? What services are included?

- When you book an Event with the Calgary Zoo, you will be supported by one of our fantastic Event Sales Coordinators! Our Events Team is here to support you in the coordination and logistics of your Event Venue and Menu selections.

Will you work with our Event Planner?

- Absolutely, yes! Even though you're being supported by our Events Team, many organizations make the decision to employ an Event Planner for the Event. We are happy to work with all Events Planners.

Can I hire my vendors or is there a preferred vendor list we need to stick to?

- Yes, you may hire the Event vendors of your choosing. If you don't already have them selected, we'd be happy to provide a short-list of preferred (independent) partners that have a familiarity with the Calgary Zoo. Please note that vendors are required to carry their own WCB insurance and should be able to provide proof of insurance when asked. Uninsured vendors will be asked to sign a waiver before being permitted on grounds.

What time can my vendors start setting up on the day of the Event?

- Generally speaking, we allow setup within three hours prior to the agreed upon Event start time. Upon request, your Event Sales Coordinator will search the availability of your Venue for a potential earlier setup. It is not uncommon to be granted access to your Venue the day before the Event for setup purposes only – we just cannot guarantee this.

LOGISTICS:

Can our guests come in early or stay at the zoo after the Event?

- Yes, your Event includes admission to the zoo for you and your guests. Guests may arrive up to two hours prior to the Event start time to enjoy the zoo. From 6:00 pm and onwards, you and your guests are requested to remain inside the Venue. Please note that your guests will not be able to access the Venue location before the start time. In order to facilitate entry, your guests will give the name of the Event Party that they are attending.

What if my Holiday Event is taking place during ZOOLIGHTS?

- If you're hosting your Event with the Calgary Zoo during ZOOLIGHTS, your guests will be granted free access to come and go to enjoy the ZOOLIGHTS experience – they will not have to stay in the Venue!

Where do guests park?

- The guest parking location will be determined by your Venue (E.g. where the Event is being held). Please contact us for more information on assigned Parking locations. Note: parking is not included in your Event – the cost is \$12 per vehicle daily. Any attendees with a valid Engage or Inspire membership may use their pass for parking access. Please note that all vehicles must be moved by 11:00 am the following day or they will be towed at the owner's expense.

Is there a separate space for a cocktail hour?

- Both the ENMAX Conservatory and Safari Lodge Venues have a dedicated space and lobby area for a cocktail hour, with a full Bar setup if you elected to have one. Grazers Restaurant and the Asia Tent have a full Bar setup but not a fully dedicated lobby space.

Do you offer projectors, screens, a sound system and/or microphones for our Event?

- Yes, each Venue offers a basic sound system, and we offer all of the necessary Meeting equipment. Please ask us for more information on additional Audio/Visual needs at the Calgary Zoo.

How many restrooms are there?

- Every Venue comes equipped with fully operational washrooms that are separated by men's and women's facilities. Please note that the washrooms for our Asia Lawn & Tent Venue are located just across from the main Asia Lawn area.

Is the site handicap accessible?

- Yes, all of our Venues are handicap accessible. Please ask us for more information on each Venue.

Can I store equipment, décor, etc. in the Venue while we are in the Zoo?

- Unfortunately, the zoo does not provide any storage areas after the Event concludes – all belongings must leave the Venue when your Event has ended.