



Team Building Events: Frequently Asked Questions

The Basics

Can we come to the Calgary Zoo to do a Site Tour of your Corporate 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 dates are available for my Team Building Event?

- Please contact us for our Event & Venue availability!

Can we add Food & Beverage to our Team Building Events?

- Absolutely, yes! Please ask us for more information on how we can customize this for you and your group.

Do you offer a pricing discount if we include Food & Beverage?

- Yes! Please contact us for more information on our discounted pricing.

How do you charge for a Team Building Event?

- All Team Building Events are charged on a per person basis. Please contact us for more details on the specific pricing for each Team Building activity.

Do you charge GST? Do you charge Gratuity?

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

How many people can you accommodate in your Team Building Events?

- Our Team Building Events have a minimum and maximum number of people that can participate at one time. Please contact us for more information on the minimum and maximum group sizes.

How long do your Team Building and Scavenger Hunt Events typically run for?

- The duration of our Team Building Event will range from about 2 to 3 hours. Please contact us for more information on specific Events.

How far in advance of our Team Building Event would we need to book?

- Generally speaking, all Events must be booked at least two weeks in advance, but we are willing work with tighter timelines.

How do I confirm my Team Building 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 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. 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 an 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. All photos on zoo grounds should be completed prior to 6:00 pm when the zoo closes to the public. Please contact us for more information on our preferred locations across the Calgary Zoo.

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.

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 licenced 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

If we include a Food & Beverage option, 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 a Team Building 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 Team Building, and if applicable, the 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.

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 Events?

- 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.

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.