

Little Rock Zoo Birthday Party FAQs:

How many people can attend?

The maximum number of guests our birthday space can accommodate is 20, which includes all children and adults. At least 2 adults are required to attend.

How far in advance should I book?

Parties must be booked at least 4 weeks in advance of the party date.

Can I customize a birthday party package?

Birthday parties hosted by the Zoo's education department cannot be customized. However, if you are looking for a venue rental to DIY your own party, please contact the Zoo's Special Events Coordinator at klangley@littlerock.gov.

Is Zoo admission included in my package?

Yes, Zoo admission is included for up to 20 guests as part of your birthday party package.

How soon do I have to pay for the party?

Once your birthday request is submitted, a member of our team will reach out via email to confirm availability and initiate booking. You will have 24 hours to remit payment to secure your reservation. Payments can be accepted by credit card Monday-Friday from 8am-5pm by calling (501) 661-7200.

If I need to cancel, can I reschedule for another date or receive a refund?

Due to the limited number of dates available for birthday parties, we cannot guarantee a party can be rescheduled. Should this situation arise, please contact us immediately to discuss options.

A full refund will be issued, minus a \$75 administrative fee, for cancellations received in writing at least three weeks (21 days) in advance of the scheduled party date. Cancellations received less than three weeks prior to the party date are nonrefundable.

I didn't purchase train or carousel tickets in advance, can we still ride them on the day of the party?

Yes, you will need to purchase tickets at the chosen attraction at the \$3 per rider rate.

Can I bring my own decorations, cake, or party favors?

All refreshments will be provided by the Little Rock Zoo's education team. Only water is permitted inside the Zoo. No outside decor is permitted.

Is opening gifts included in the party time?

It is your choice whether you want to spend a portion of the party opening gifts. A wagon will be available to collect all gifts and can be brought to the party location or can be held at Guest Services for you to unload into your vehicle at the end of the party to take home.

Can we choose which ambassador animals we get to see?

Please note that specific animals cannot be requested for birthday parties. Animals are chosen at the discretion of keeper staff for their welfare and wellbeing that align with the party theme. Animals in our collection include a variety of small invertebrates, mammals, reptiles, amphibians, and birds.

What do we do when we arrive at the Zoo for our party?

You will meet a member of the education team outside the Zoo's front entrance. The team member will arrive 10 minutes prior to the start of the party. Please be sure your entire group is ready to go at the time your party is to begin.

What if someone is late to the party?

At the discretion of the hosting family, the party facilitator can wait up to 10-15 minutes for any late guests to arrive before heading to the party location. Please note that this 10-15 minute waiting period is included in the two-hour party timeframe.

If a member of your party does not arrive with the group, they will be charged separate admission, which includes a \$3 parking fee, and will be directed to the location of the party to join.

Do we have to pay for parking?

The \$3 parking fee is included in the birthday party package and will not be charged separately.

Thank you for your interest in booking with the Little Rock Zoo! Please contact us at EdPrograms@littlerock.gov if you have any further questions prior to requesting a party date.



Booking Policy:

All parties will be scheduled for Saturdays. Booking and payment confirmation must be completed Monday-Friday between 8am-5pm at least 4 weeks in advance of the party date. Total party cost includes Zoo admission, refreshments, themed decor, party supplies, hands-on activities, and two ambassador animals. Add-ons may be purchased at time of booking. No alterations can be made to theme or decor. All payments must be made over the phone by credit card.

Cancellation Policy:

Due to the limited number of dates available for birthday parties, we cannot guarantee a party can be rescheduled. Should this situation arise, please contact us immediately to discuss options.

Cancellations must be confirmed, in writing, at least 3 weeks in advance of the party date. A full refund will be issued, minus a \$75 administrative fee for cancellations received within that time frame. Cancellations received less than three weeks prior to the party date are nonrefundable.

Parties will not be canceled due to inclement weather unless it is severe. Please plan to bring appropriate clothing/gear (ex: umbrellas, coats).

Waiting List:

In the case of a cancellation or rescheduled party, a waiting list may be kept for parties requesting a specific date. No guarantees can be made that a date will become available. One birthday party is hosted per Saturday by the conservation education department. We will reach out should your chosen date become available.

Note: All ambassador animals and games/activities are subject to change at Zoo staff's discretion.

