

FAQs

Is there a minimum and maximum number?

The minimum number for a party in Dublin Zoo is 8 children. The maximum we can cater for per group is 40 Children.

How much is the package ?

The party package is €25 per child. One adult goes free with every 5 children booked. Extra adults are priced at the discounted rate of €19.40 per adult.

What does the party package include ?

The party package includes Entry to Dublin Zoo, Party Food, Reserved Table in the Meerkat Restaurant, Goodie Bags, and Virtual Party Invites. The package does not include a guided tour or animal experience. This is something we do not currently offer.

Will there be a staff member present time?

Dublin Zoo birthday parties are self-led so you can enjoy the zoo at your own pace. Our staff in the restaurant will show you to your reserved table, and bring you your catering.

What is the deposit required?

The deposit required is €50. This will secure your date, and is non refundable.

How do I pay the deposit?

The deposit must be paid over the phone by a debit or credit card only.

How do I pay if there is a balance due?

All balances must be paid in advance of the party date.

Is there a discount for Annual Pass Holders?

Visitors with a valid annual pass will receive a discount on the children covered by the annual pass. For the children covered by the annual pass, the party package will be €15 per child. All other children attending the party will be priced at the normal party package of €25.

What do I need to avail of the annual pass discount?

A valid annual pass is required to avail of the annual pass discount. You will be required to quote your annual pass number on booking and this will be checked on the system to ensure validity. The annual pass will also need to be presented on arrival at the Dublin Zoo entrance.

How far in advance do I have to confirm my final numbers for the party?

Final numbers must be confirmed by the Wednesday before your party unless otherwise stated in your booking confirmation. If final numbers are not received by Wednesday we will take your numbers upon booking as your final numbers and charge accordingly.

Can I add additional people after I have given final numbers or on the day of the party?

Unfortunately we are unable to add additional people after you have confirmed final numbers.

This is to ensure that everyone is catered for.

How do the invitations work?

Once the deposit has been processed the invitations will be emailed to you to print and distribute.

What is Dublin Zoo's cancellation policy for birthday parties?

Dublin Zoo has a no refund cancellation policy. Your booking is transferable within 2 months of the date of your event, subject to availability.

How early can we arrive at Dublin Zoo on the day of the party?

You are guests of Dublin Zoo for the entire day so you can arrive once the gates open. You must however go to the restaurant at the time you have chosen to reserve the table for.

What happens if it rains?

Dublin Zoo is predominately an outdoor venue. We advise visitors to dress for the weather.

Parties will not be cancelled in the event of rain or bad weather.

Is there a place that I can store items before or after the party?

We do not have any storage facilities for food or presents in Dublin Zoo.

Can I bring my own food?

Dublin Zoo provides catering for the party package. You are more than welcome to bring your birthday cake, however please bear in mind that we do not have storage facilities.

If I bring additional items, can a staff member help carry the items to the party venue?

Unfortunately, the Dublin Zoo staff will not be able to assist you in carrying additional items to the party venues.

Can we bring decorations?

Dublin Zoo provides wildlife themed hats, plates, cups, napkins and table cloths. You may bring extra decorations if you feel it is necessary. These decorations can be set up on arrival to the restaurant during the party. For animal and visitor safety balloons, balls, Frisbees, whistles, roller skates, skateboards, scooters, party poppers, Styrofoam products, straws, confetti, toy guns, water pistols and piñatas are not allow into the zoo. You may not hang anything from the walls or ceilings.

I have a guest that has a hard time walking how do I get them around the zoo?

Dublin Zoo has a limited number of wheel chairs available for rent. These wheel chairs are available on a first come first serve basis and a refundable deposit of €20 is required.

Do you offer adult catering?

The party food provided is for the children only, however you are more than welcome to visit any of the restaurant outlets onsite and pick something up for the adults.

Party Policies:

- A minimum of 8 children are required to hold a birthday party at Dublin Zoo, with a **maximum number of 40 Children**. One adult per five children must attend and will also receive free entry.
- Your **party must enter as a group all together** at our groups & members entrance on arrival.
- Additional adult's entry fee is charged at our group rate of €19. Your party balance and any additional adults must be paid for in one transaction. Individual adults will not be able to pay individually for themselves.
- Final numbers (adults & children) & dietary requirements must be given on the Wednesday before the date of the party unless otherwise stated in your booking confirmation. If final numbers are not received by Wednesday we will take your numbers upon booking as your final numbers and charge accordingly.
- **Additional children or adults cannot be added to the party after 3 days prior to the party or on the day of the party.**
- No provisional dates can be held. Reservations must be made at least **1 week** in advance.
- Due to the nature of our programme it is important for us to understand any health issues that may arise during the party experience. For this reason it is essential that we ask parents/guardians to disclose any **allergies/dietary requirements** or **diagnosed medical conditions** at the time of booking. Advising us of these issues in advance can help us cater for a wonderful party experience for all.
- We do not allow outside food to be brought in for parties. Whilst you may however bring your own birthday cake, we must stress that we do not have storage facilities.
- For animal and visitor safety balloons, balls, frisbees, whistles, roller skates, skateboards, scooters, party poppers, Styrofoam products, straws, confetti, silly string, toy guns, water pistols are not allow into the zoo. Portable BBQ's are also not permitted.
- Dublin Zoo is predominantly an outdoor venue and is subject to varying weather conditions. In line with normal zoo policy, no refund will be issued on party fees due to inclement weather.
- Please ensure that parents understand that they cannot drop off their unescorted children before you arrive. Children must be supervised at all times.
- Dublin Zoo is not responsible for the storage or refrigeration of additional items you bring to the zoo.
- A non refundable deposit is required to secure the day and time. This payment will be taken via credit card or debit card only.
- **Payment of the balance is taken in advance of your party date.**
- Dublin Zoo reserves the right to ask any participant to leave the site should they behave in an inappropriate manner.