



Scheduling Your Evening Event

Organization Name: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Event Date: \_\_\_\_\_ Estimated headcount: \_\_\_\_\_

Step 1: Reserving the Zoo

- African Village (\$3,500)
Upper Zoo (North America/Marco Polo Trail; \$4,500)
Entire Zoo (\$5,500)

Total Venue Cost:
\$ \_\_\_\_\_
The non-refundable reservation deposit is equal to half the cost of the venue. (Required to book).

Step 2: Get WILD: Add on an animal feature (optional)

Armadillo Experience: Delight and engage your guests with an up-close and immersive armadillo experience! During this encounter, guests can step inside the armadillo corral and personal view of these captivating creatures. This experience is staffed by a trained animal handler who is there to answer any questions. This experience is exclusive to Entire Zoo rentals, and is located by the Snake Den.

- One-hour experience in Upper Zoo. \$400.
Two-hour experience in Upper Zoo. \$800.

Larger Collection Encounter: Features a 30-minute presentation from a trained animal handler. Example animals include hawk, armadillo, opossum, snake, or skink. Animals assigned by RWPZ staff.
2 animals & trained interpreter(s) - recommended for 20 - 50 people. \$250.
3 animals & trained interpreter(s) - recommended for 51 - 100 people. \$300.
4 animals & trained interpreter(s) - recommended for 100 - 200 people. \$350.

RWPZ will work with you to schedule an appropriate encounter/experience time. If you have any timing requests, be sure to let us know.

Step 3: Customize your adventure with seasonal features (optional)

Train Excursions: Hop aboard the brand-new Wilderness Explorer as it circles around the trail, enchanting guests with its charming nostalgia. This family-friendly premium train is designed for all ages and guests will enjoy unlimited rides throughout the evening. \$900 for 3 hours (5 - 8 PM).

Zip Ride: Soar 115 feet high with the zoo's popular new zip ride attraction. Gaze out into Narragansett Bay and downtown Providence as you glide over Marco Polo Lake. Height, weight, and health restrictions apply, ask for more details. Zip ride accommodates about 40-50 guests each hour. \$1,800 for 3 hours (5 - 8 PM).

Face Painting & Henna Art (Starts at \$175): Schedule a private artist to come work their magic for the first hour of your party! Choose from an array of beautiful designs, all presented to you in a look book at the party. An additional face painter or henna artist will automatically be added for every 30 children, as this is the estimated number of guests that can be serviced during the designated timeframe. Please be accurate with your headcounts of expected painters (and therefore



estimated children), as it may be harder to add extra painters once the party draws closer. This is a 60-minute experience. Available April-October.

Face painter (basic designs): \_\_\_\_\_ painters (1 for every 30 kids) @ \$175 each = \_\_\_\_\_  
Face painter (premium designs): \_\_\_\_\_ painters (1 for every 30 kids) @ \$200 each = \_\_\_\_\_  
Henna artists: \_\_\_\_\_ painters (1 for every 30 kids) @ \$200 each = \_\_\_\_\_

\_\_\_\_\_ **Visit from Roger the Red Panda:** Kids will love this 30-minute meet and greet with the zoo's official costumed mascot! **\$100 for one hour (5 – 6 PM).**

**Step 4:  
Designing a delicious meal (optional)**

All zoo catering is proudly provided by the on-site concessionaire, SSA. Catering Manager Lori Piscopio can assist with exact arrangements. You may reach her at [LoriPiscopio@thessagroup.com](mailto:LoriPiscopio@thessagroup.com). All catering orders (including payments) will be arranged directly with her, for an added fee. Please note, if ordering catering through SSA, no outside food is allowed, for liability reasons.

- \_\_\_\_\_ I am most interested in designing a custom catering menu (the host pays for the guest meals).
- \_\_\_\_\_ I am most interested in paying to open the cafes for a baseline fee, and then allowing guests to purchase their own meals from the cafes at the advertised prices. (The host pays to open and staff eateries, and guests have the option to buy their own meals/snacks).
- \_\_\_\_\_ I am planning to bring in prepared food or food from an outside caterer (additional fees apply).
- \_\_\_\_\_ I am interested in serving alcohol at this event, which means hiring the zoo's on-site caterer to open bars.

**Step 5:  
Opening the gift shop (optional)**

*Discover the Wild* is a beautiful zoo gift shop, filled with take-home treasures and souvenirs and located in Upper Zoo. The zoo would be happy to open this shop for guests to browse from 5 – 8 PM, at no added charge. This offer is available to Upper Zoo & Entire Zoo events.

- \_\_\_\_\_ Yes, please open Discover the Wild at no added charge!
- \_\_\_\_\_ No thank you, I do not want the gift shop opened.

**Step 6:  
Request audio visual services (optional)**

Looking to enhance your event with audio-visual services? Request equipment here. Equipment is loaned for on-site use on a first-come, first-served basis. A small flat-rate cost is applied to each reservation to cover set-up and technical support. *A Group Sales representative will follow up with additional questions and confirmation that the services you've requested will be available. Please wait for a confirmation that your requested equipment was reserved.*

- \_\_\_\_\_ Yes, I would like to rent the zoo's AV equipment for the evening. **\$100 flat-rate cost.**  
Please **CIRCLE** the services you require:  
Microphone   Speakers   Podium   Laptop   iPhone cable   Android cable   Internet access

\_\_\_ No, I do not need AV equipment for my event.

### Step 7: Entry procedures

Roger Williams Park Zoo will staff the check-in table for your guests. Please choose one:

\_\_\_ I will provide a guestlist of names.

*RWPZ will only admit names on the guestlist. The guestlist should specify whether each attendee is an adult (ages 13 – 61), child (ages 2-12), senior (ages 62+), or toddler (age 1 and under). The guestlist should include all event attendees, including but not limited to volunteers and event coordinators. This guestlist is due 7 days before the event, with your final headcount. Guests who are not included on the guestlist will be turned away.*

\_\_\_ In lieu of providing a guestlist, RWPZ will admit anyone who identifies as being part of this event.

*This includes all event attendees, such as volunteers and event coordinators. RWPZ will admit anyone who identifies with the event, until maximum capacity is reached (see section 1). Please note: This may mean more guests arrive than you originally plan, and additional fees could therefore apply. This option may result in catering shortages if more people attend than originally planned.*

### Payment schedule:

- **DUE TODAY:** Completed contract plus venue deposit.
- **DUE 7 DAYS BEFORE EVENT:** Final headcount is required 7 days before the event. At this time, payment for admission and any extras (mascot, favor bags, et cetera) will be due in full.
- **CATERING:** A separate deposit is required to book your catering arrangements. Payments will be made directly to SSA and as a separate vendor, their policies and payment schedule may vary. Please be sure to ask for more information.

### Evening event details:

- **Event timelines:** The reservation takes place from 5 – 9 PM. Please keep in mind that during peak season, the zoo closes at 4 PM.
- **Capacities:**
  - The Entire Zoo has a capacity of 5,000 total guests floating through the spaces. The Lower Zoo can accommodate up to 2,000 standing guests (350 seated in open-air spaces) and the Upper Zoo can accommodate to 2,000 guests (160 guests seated in covered locations, another 50 -100 in open air locations). The Entire Zoo's 5,000 person capacity is the overall capacity for zoo grounds.
  - As you plan, please note the zoo does not have a single area that can fit all guests for a presentation or shared meal experience. Instead, we'll help you spread meals across our grounds for casual and convenient access to delicious food. Most guests will be dining in open air experiences, as the zoo has very limited covered locations. Guests who dress in tune with the forecast and wear comfortable shoes will enjoy the experience most. Please see the weather policy for full information.
- **Notes about your evening event:**
  - Some animals are shifted into their indoor areas at sundown. These indoor areas may not be viewable to the public and the shifting may take place before the event is scheduled to end. This policy is in place for animal safety reasons and cannot be adjusted. Even if animals move indoors and/or off-exhibit, general zoo grounds will still be open for your enjoyment.
  - Indoor venues (such as the Education Center and Great Room) are not available during evening events, so please plan accordingly.
  - Special note: The Wetlands Trail is closed during all evening events.
- **Setup and breakdown:** Each evening event allows the host to access the zoo 30 minutes before the event for setup and 30 minutes after the event for breakdown. If hosts and/or guests require early access to the venue before start-time, arrangements must be made with the Group Sales Department at least 10 days in advance, so that appropriate staffing can be scheduled. Additional fees may apply. Preapproval is required to access the zoo outside default timeframes. If the request limits/affects area availability to the general public, it may be denied or incur extra fees.
- **Dining arrangements:** RWPZ has multiple locations for dining, and we will help you identify a good dining plan for your event. Please keep in mind that this often means guests will cycle through venues or eat at staggered times. Due to the zoo's sprawling campus style and its variable tented and untented areas, guests will not be able to eat in a single shared space, unless the group is under 80 guests. We can also formalize the staggered eating arrangements by assigning meal times. Not all venues are covered and RWPZ may adjust your plans in the event of inclement weather.
- **Special features and activities** (including but not limited to rides and encounters) have their own policies that guests are asked to abide by. The Explore and Soar area is an exciting new section of the zoo featuring many weather-permitting attractions, including zip rides and train rides. If your event does not rent any of these features, the Explore and Soar area will be closed off for safety purposes. If your event only reserves some of these features, the unused sections may also be blocked off for safety reasons.
  - If the client cancels the event for any reason, he/she is not entitled to any refunds, as all payments are non-refundable. Moreover, if the cancellation is made less than 7 days before the event is scheduled to take place, the client must pay all still pay any/all remaining fees owed to the zoo (this includes any features ordered at time of booking and/or since time of booking, including venue rental fees, animal features, activity rentals, etc). This balance is not waived just because the client has chosen to cancel the event and must be paid within 24 hours of the cancellation.

### General Policies:

- **General information:** All reservations are scheduled on a first-come, first-serve basis. Events are not scheduled until both a contract and payment have been received and processed.
- **The venues:** During a daytime outing, Roger Williams Park Zoo ("RWPZ") provides the venue, tables, and seating (which may vary between picnic tables and tables/chairs by venue), as well as an ambassador to ensure the event is running smoothly. Catering services are not included and can be added for additional fee(s). If the event has contracted the on-site caterer for catering services, eco-friendly "party goods" (including cups, plates, napkins, utensils, and tablecloths) may be included, as applicable- please ask for full information. Most event spaces are outdoors, and many are tented; some may be located up to 15 minutes away from the zoo's main entrance. All guests/hosts/vendors will enter through the zoo's main entrance.



Group Sales Department  
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Phone: (401) 785-3510 ext. 691 • GSales@rwpzoo.org

- **COVID Policies:** COVID regulations change frequently, visit [rwpzoo.org/reopen](http://rwpzoo.org/reopen) for current masking and safety information. Everyone should bring a mask that covers their face and mouth. For animal health reasons, some animal experiences or exhibits require ALL visitors to wear masks (regardless of vaccination status or medical condition).
- **What to expect/bring:** The client (hereby referred to as "host") is responsible for providing and transporting any items s/he brings in, including, food, activities, décor and games. Please be advised that while the ambassador is there to assist you, ambassadors may not be authorized/permitted to transport items (particularly valuable or delicate items, including gifts or cake) through the zoo, especially without a host present. This is to ensure all items reach their destination securely and to your satisfaction. Hosts are responsible for storing all additional food and event supplies - public refrigeration and storage spaces are not available. Please note, if ordering catering through our on-site partner, SSA, no outside food (with the exception of cake or cupcakes) is allowed, for liability reasons. A limited number of items are not allowed on zoo grounds (including but not limited to balloons, pinatas, and confetti not allowed for animal safety reasons; outside alcohol is not permitted; ask for more information about arranging bar services through the zoo's caterer). RWPZ will do its best to inform the host in advance and also support the host throughout the planning process and the actual event.
- **Timeframes:** Hosts can have access to the venue 30 minutes before your designated rental time for setup and 30 minutes afterwards for breakdown. If you want more time, please contact the Group Sales Department – we can speak to pricing and availability. The pricing detailed on this contract refers to events occurring during the zoo's normal hours of operation (which varies by season). However, RWPZ can accommodate events before the zoo opens to the public - events scheduling their start times (including setup/breakdown) before our normal hours of operation require approval and are subject to an additional pre-open hours fee (ask for information)
- **Admission is required:** Any guests exceeding the maximum allowed capacity will be turned away and the party will be ineligible for any refunds.
- **Weather policy:** Events take place "rain or shine" and are not typically cancelled due to inclement weather. However, RWPZ reserves the right to relocate or cancel any scheduled event and/or event features, especially but not exclusively based on current or forecasted weather conditions. While RWPZ makes every effort to carry out your event as planned, please note some arrangements may be weather-dependent and/or not available year-round and some are weather-dependent. This includes animal encounters/features, bounce house, and more. Roger Williams Park Zoo will notify hosts of the cancellation or weather-dependent feature feasibility as soon as possible, often 48-72 hours before the event, when the forecast is clear. If Roger Williams Park Zoo must cancel any animal encounters, events, and/or add-on features, the payments will be refunded to the client. If the host cancels any features and/or the event, all payments are non-refundable.
- **Exhibit availability, feature availability, and special notes:** Exhibit availability can vary by season. Availability can also be affected by both planned and unplanned circumstance. As the zoo expands and adds new features, please be aware that construction can limit some access. Refunds are not granted if exhibit(s) or area(s) are unavailable.
- **Uncatered events:** RWPZ staff coordinates with event hosts to set-up tables and chairs for un-catered events. An un-catered event is defined as any event without a formal full-service buffet contracted through the zoo's on-site catering partner, SSA. The following may also apply to catered events with extensive setup/breakdown requirements.
  - **What is supplied to you:** The zoo can supply no more than 15 rectangular tables (either 6' or 8') and up to 120 chairs for each uncatered event at no additional cost (fewer tables may be available depending on other on-site needs). This includes any and all chairs utilized by the event, including but not limited to registration areas, vendors, and sponsor tables.
  - **Ordering more equipment:** If an event needs more equipment (including but not limited to tables and chairs), they will be arranged/purchased by the client via a third-party vendor company. Delivery/pickup arrangements must be preapproved by the zoo.
  - **Roger Williams Park Zoo (RWPZ) will then apply a Set-Up Fee to the order.** The client will first pay rental fees for the additional equipment, and then will pay Roger Williams Park Zoo a Set-Up Fee to cover the extensive setup and breakdown of all equipment (as it will require significant manpower from RWPZ). As noted, Roger Williams Park Zoo will cover all setup and breakdown of tables. The Set-Up Fee is separate from all other fees and comes at an additional cost, as follows: \$7 per table, and \$3.50 per chair. The Set-Up Fee is due with final payment 7 days before the event. Roger Williams Park Zoo will aim to have all tables and chairs in place by 4 PM.
  - Please note the tables and chairs you order will be uncovered and subject to the elements. Pop-up tenting or shade structures cannot be added. Please keep this in mind as you plan for rain or notify vendors.
  - The zoo must preapprove your arrangements. Please see preapproval section below for full information.
- **Arrangements that require preapproval:** Preapproval from RWPZ is required for all arrangements beyond this contract, including time extensions and outside vendors. This includes but is not limited to DJs, food deliveries, and party planners. Any events wishing to make use of a professional catering company other than the on-site catering partner are subject to an additional outside catering fee.
  - RWPZ will at least require your submit the following at least 30 days before your event before preapproval can be considered: vendor order invoice(s), delivery date/time (if applicable), pickup date/time (if applicable), and the vendor's day-of contact information.
  - Changes made within 30 days of the event are each subject to a \$100 adjustment fee. RWPZ reserves the right to deny any arrangements for any reasons. At times, additional fees may be required of the client to offset staffing costs of zoo employees receiving and/or managing the delivery – RWPZ will inform you of these costs once your information is submitted. If you do not want to incur these additional costs, your request may be denied. Full policy is available upon request.
- If the client cancels the event for any reason, he/she is not entitled to any refunds, as all payments are non-refundable. Moreover, if the cancellation is made less than 7 days before the event is scheduled to take place, the client must pay all still pay any/all remaining fees owed to the zoo (this includes any features ordered at time of booking and/or since time of booking, including venue rental fees, animal features, activity rentals, etc.). This balance is not waived just because the client has chosen to cancel the event and must be paid within 24 hours of the cancellation. Failure to do so may result in additional delinquent/penalty fees at the zoo's discretion.
- All zoo policies apply, including but not limited to those posted on the website, zoo grounds, and relayed by any zoo employee/representative.

### **Animal features and animal encounter policies:**

In light of COVID, the zoo has increased animal safety protocols and now all encounter guests must wear masks (regardless of vaccination status) and social distance. For safety, touch is not available. Features/encounters are booked on a first-come, first-serve basis and two weeks' advanced notice is required. Please inquire about availability on specific dates, as they are generally not available on holidays or holiday weekends. The zoo reserves the right to substitute or change animals. For health and safety reasons, encounters cannot take place unless and until all food is put away. Encounters and shows can only take place in temperatures between 65°F - 80°F. Presentations will be cancelled if forecasts are outside that range (the handler will make this call; all effort is done to decide this in a timely manner). Exhibit talks can take place rain-or-shine, but please keep in mind some exhibits have temperature regulations or animals may unexpectedly be taken off exhibit. We will do our best to honor exhibit talks and/or continue to host your top choices, however RWPZ reserves the right to cancel any scheduled animal encounter, animal feature, or exhibit talk.

### **Deposit required today. Choose your payment method below:**

CHECK                      CASH                      CREDIT

Name on Card: \_\_\_\_\_ Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ CSC Code: \_\_\_\_\_

Please make checks payable to *Rhode Island Zoological Society*. Returned checks will result in an additional \$25 fee.

**Final payment and final headcount are due 7 days before your event. How would you like to pay?**



Group Sales Department  
1000 Elmwood Avenue, Providence, RI 02907  
Phone: (401) 785-3510 ext. 691 • GSales@rwpzoo.org

\_\_\_ **Auto-pay:** Automatically charge the credit card on file for the remaining balance seven days before the party.

\_\_\_ **Remind me:** Confirm balance and payment with me later. (I understand that failure to pay and/or provide confirmation seven days before my party could result in cancellation of services).

BY SIGNING BELOW, I AGREE TO ALL AFOREMENTIONED TERMS AND CONDITIONS ON THIS DOCUMENT AND/OR THE EVENT PLANNING GUIDE.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_