



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

2026 Event Pavilion Daytime Outing Contract

Organization/Event Name: _____ Contact Name: _____

Address: _____ City: _____ State: _____ Zip: _____ Phone: _____ Email: _____

Step 1:

Planning your visit

(REQUIRED)

Daytime Outings are available year-round, during the zoo's normal operating hours.

Desired Event Date: _____

Step 2:

Book a venue

(REQUIRED)

Choose a venue rental type:

_____ 3-hour daytime rental (10 AM – 1 PM): \$1,000

_____ 5-hour daytime rental (10:30 AM – 3:30 PM): \$2,000

_____ 6-hour daytime rental (9:30 AM – 3:30 PM; available April – September only): \$2,250

Venue price:

\$ _____ *

*This also doubles as the minimum deposit required today.

Tips for choosing your timeslots:

- Hosts can access the space 30 minutes before the rental time to set up, and they'll have 30 minutes afterwards to pack up personal items. If you'd like additional setup time, it can be added for an additional cost (reach out to a Group Sales representative for more information).
- Because all events are limited by the zoo's operating hours, we are not able to offer different event times or other extension options. Please choose carefully - the duration can't be adjusted later.

This rental will take place in our outdoor, tented Event Pavilion, which can accommodate 200-220 seated guests at a time.

Step 3:

Planning your guestlist and purchasing admissions

(REQUIRED)

The zoo will charge the host daytime zoo admission for every guest attending the event.

For events being hosted within the Pavilion, tiered pricing will be used. A guest is considered anyone over age 1 and includes both adults (ages 13+) and children (ages 2-12). Toddlers ages 1 and under are free, but please include them with your headcounts for attendance purposes.

The hosts and any guests of honors are included in the headcount and must have admission paid for them.

- **Groups of 50 – 100 Guests:** \$15 per adult & \$9 per child.
- **Groups of 101 – 250 Guests:** \$14 per adult & \$8 per child.
- **Groups of 251 – 400 Guests:** \$13 per adult & \$7 per child.
- **Groups of 401+ Guests:** \$12 per adult & \$6 per child.

What is your estimated headcount? _____ guests

Your final headcount is due 7 days before the event. At that time, you'll submit the exact breakdown of adults, children, and toddlers as well as a guestlist. Regrettably membership cannot be accepted for entry, and the host must use this pricing to pay for each guest in attendance. Guests cannot pay for their own event access.

Step 4:

Choosing delicious menus for your event
(REQUIRED)

Complete your event with a hassle-free experience from the zoo's on-site concessions partner, the SSA Group. Choose from classic picnic specials, sandwich buffets, or cozy comfort foods. Their wide menu is online, and don't forget to add savory sides, appetizers, or sweet treats too! To learn more or start planning, contact the SSA Group (rwpzoocatering@thessagroup.com) today!

Choose your preferences below:

- ☐ I am most interested in designing a custom catering menu (the host pays for all guest meals).
- ☐ I am interested in serving alcohol at this event, which means hiring the zoo's on-site caterer to open bars.
- ☐ I do not want any catering services (additional fees and requirements may apply, consult Group Sales for more information).
- ☐ OTHER (Please describe): _____

Step 5:

Add on customizations
(OPTIONAL)

☐ **Favor Bags (\$9 each):** Features an assortment of safari-themed goodies like a slinky, coloring book, tattoos, small plush animal, and more!

Favor bags: _____ \$9 each = _____

☐ **Face Painting & Henna Art (Starts at \$225):** Schedule a private artist to come work their magic for the first hour of your event! Choose from an array of beautiful designs, all presented to you in a look book at the event. 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 event draws closer. This is a 60-minute experience taking place during the first hour of your event.

Face painter (basic designs): _____ painters (1 for every 30 kids) @ \$225 each = _____

Face painter (premium designs): _____ painters (1 for every 30 kids) @ \$250 each = _____

Henna artists: _____ painters (1 for every 30 kids) @ \$250 each = _____

☐ **Visit from Roger the Red Panda (\$100):** Kids will love this 30-minute meet-and-greet with the zoo's official costumed mascot!

☐ **Train Rides (\$4 per person):** Add train rides for all of your event guests! Unlimited train rides would be available for the duration of your event. Any guests interested in riding the train would be able to show their event wristband and hop aboard! Please note that the train would still be open to the public, and all guests would still have to wait in line to ride the train. This is a weather dependent feature, and if the train wasn't able to run due to inclement weather, we would refund you the cost of train rides on the day of your event. Please note, train rides take place in the Upper Zoo, which is approximately a ten-minute walk from the venue. (Available May-Labor Day)

Step 6:

Get WILD: Add on an animal encounter
(OPTIONAL)

Animal lovers unite!

Add your Animal Encounter below.

Enjoy a dynamic 15-to-20-minute experience featuring our ambassador animals and ambassador program staff! Some animals you might meet include bearded dragons, tortoises, armadillos, snakes, and more! Prior to the event, our ambassador program staff will send along a questionnaire for you to share your preferences and they will reach out to design the perfect encounter for you and your guests.

- ☐ Yes, I would like to add on an Animal Encounter with ONE animal (\$100)
- ☐ Yes, I would like to add on an Animal Encounter with TWO animals (\$175)
- ☐ No, I do not wish to add on an Animal Encounter.

Step 8:

Reserving audio visual services
(OPTIONAL)

Looking to enhance your event with audio-visual services? Request equipment here.

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

___ Yes, I would like to rent the zoo's AV equipment for the event (**FILL OUT SECTION BELOW**)

If you choose to include AV services, please fill out the following:

1. Rental cost:

___ Check here if you have selected a 3-hour venue rental. This would incur a \$175 flat-rate for AV services.

___ Check here if you have selected a 5-hour or 6-hour venue rental. This would incur a \$450 flat-rate for AV services.

2. Please CIRCLE which of the following services you would like to request:

Microphone Speakers Podium Laptop Monitor/Screen
Internet access

3. General terms: Equipment is loaned for on-site use on a first-come, first-served basis. The host will need to provide a USB device with their files/presentation to the zoo at least 10 days before the event. This is so the technicians can test/confirm compatibility. (We recommend adding this date to your calendars). If one is not provided at that time, the zoo cannot confirm compatibility and will not be responsible. A Group Sales representative will follow up with additional questions and confirmation that the services you've requested will be available. Please wait for confirmation that your requested equipment was reserved.

Step 9:

What's next? Getting ready for your zoo event!
(INFORMATION ONLY)

How can I book my event?

- All events are scheduled on a first-come, first-serve basis. Both a completed contract and the deposit payment are required before the zoo can schedule your event.
- The cost of the events you select in Section 2 is the non-refundable deposit amount required to book.

Tell me about the venue!

- The pavilion is an outdoor, tented venue, overlooking a pond. The venue features round tables and chairs for guest seating and is conveniently located 5 minutes from the main entrance of the zoo, with a dedicated entrance for easy access.

What should I bring?

- Please note, if ordering catering through our on-site partner, the SSA Group, no outside food, except for cake or cupcakes, is allowed, for liability reasons.
- If not ordering catering, you'll want to note that this event requires hosts to bring all their own items, including table coverings.
- Most hosts let the zoo speak for itself, but some prefer to add some custom flair – you can do whichever. If you customize your event, feel free to bring in banners, centerpieces, games, and more! We just ask that you remember **a limited number of items (balloons, confetti, and pinatas) are not allowed on grounds for animal safety reasons.** Hosts cannot bring alcohol into the zoo.
- The zoo provides a pushcart to help hosts transport their belongings to each event.
- Please be advised that zoo staff may not be authorized/permitted to transport items (particularly valuable or delicate items, including gifts or cake) through the zoo. This is to ensure all items reach their destination securely and to your satisfaction.
- Due to logistical limitations, daytime outings cannot have outside vendors (including but not limited to entertainment companies, magicians, costumed characters and performers) at their zoo event. Violation of this policy results in a minimum \$200 fine, due in full on the event day.

Do I have time for setup and breakdown?

- Hosts can access the venue 30 minutes before their event to set up the space. Hosts also have 30 minutes afterwards to pack up personal items. If you'd like more time, we encourage you to schedule one of the longer event rental options we have available!

Arrival information for all event attendees:

- Guests are welcome to arrive whenever the zoo opens to the public (either 9 AM or 10 AM, depending on the time of year – consult rwpzoo.org for exact information).
 - When guests arrive, they should check-in at the designated check-in table. A zoo employee will staff this check-in table for you & notify you of its location prior to your event..
 - We'll give each guest over age 1 (including both adults and children) a wristband and a map and will advise them to meet at the venue at the event's start time.
 - When you (the host) arrive, let the check-in attendant know you are the host, and the attendant will radio the ambassador. The ambassador will be right out with a cart to help you transport any items to the venue. This ambassador will stay with you through the event to ensure everything is running smoothly and to answer any questions you may have. As host, you can set up the venue 30 minutes before the event. You will also have 30 minutes afterwards to pack up personal items.
- The venue won't be accessible until your scheduled event setup time. Arrival can be as early as the zoo's opening.
- Like any other destination, it is recommended event attendees allot ample time for driving, parking, and reaching the main entrance, especially on busy days. As you plan, know that some parking spaces can be 10-15 minutes from the main entrance, then add a few minutes for check-in, and then a 10–15-minute walk to the venue. This estimate doesn't include time to park or find a parking space, and lots can fill quickly on popular days. The zoo does not reschedule or extend parties to accommodate traffic, crowded lots, walking delays, or any other similar reasons.

Step 10: **General Policies** (INFORMATION ONLY)

- **All payments are non-refundable. Events are non-reschedulable.** Payments cannot be exchanged and/or applied to other zoo services.
 - RWPZ understands there are times the host may have to cancel their celebration in advance. If you cancel at least 11 days before the event, you will not owe any additional fees, though your payments will be non-refundable. If you cancel 10 days or less before your event, you will owe the full balance (calculated by your contract choices). Hosts must pay the full balance within 3 days of cancellation or additional fees accrue at a rate of \$10/day.
- Hosts must purchase event admission for every guest, per zoo policy (member admissions not available/accepted for event attendees). Admission is valid for event day only and cannot be reapplied or transferred to a different day. There is no reimbursement or "rain check" tickets for guests who are not able to attend.
- Encounters are booked on a first-come, first-serve basis and two weeks' advanced notice is recommended. 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. Please note, due to current regulations, all encounters will be touchless for the safety of our guests, staff, and education ambassador animals. Encounters take place during the last 15 minutes of the event (custom times available upon request), and all food must be put away at this time. For the safety of our animals, encounters are weather-dependent (the handler will make this call; all effort is done to decide this in a timely manner). When possible, we will provide an alternate indoor encounter location so your experience can take place as planned. RWPZ reserves the right to cancel any animal encounter for any reason, including but not limited to temperature.
- All checks are subject to a \$25 returned check fee. Returned checks must pay original balance plus fee within 24 hours of rejection, or they incur an additional fine of \$10/day.

The host must provide the following one week before the event:

- Your final headcount, including an exact breakdown of adults and children
- A guestlist detailing everyone's name as well as their age category (adult, child, toddler).
- Permission to provide the card on file for the remaining balance, due 1 week before the event. The final balance is based on the contract selections as well as any updated information provided (like the headcount). If you do not have a card on file, you may add one or pay with cash or check. Final payment is due one week before the event. Failure to pay the event in full can result in cancellation of services, with no refund issued back to the host.

What is the zoo's weather policy? What is its cancellation policy?

- Events take place rain or shine, so you never have to worry about refunds or rescheduling! Our zoo is open for you.
- The actual event celebration takes place under a covered venue. The rest of your zoo visit may utilize open-air spaces, so please dress in tune with the forecast.
- 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. This includes animal encounters, face painting and more. Roger Williams Park Zoo will notify hosts of the cancellation or weather-dependent feature feasibility as soon as possible, but some decisions may not be available until last-minute. In the same vein, 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. If RWPZ cancels your experience or event, you will have the option for a refund and/or reschedule. Otherwise, all fees are non-refundable – including if a host cancels the event and/or event features and/or for any overpayments.

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 the SSA Group and as a separate vendor, their policies and payment schedule may vary. Please be sure to ask for more information.

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 and the host (also known as the client) receives a confirmation from the zoo.
- **The venues:** During a daytime outing, Roger Williams Park Zoo ("RWPZ") provides the venue, tables, and seating. A zoo ambassador will also be present to ensure the event is running smoothly.
 - The Event Pavilion is an outdoor tented venue. It is enclosed.
 - 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.
- **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 (except for 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:** Hosts must purchase tickets for every guest, per zoo policy (member admissions not available/accepted for event attendees). Any guests exceeding the maximum allowed capacity will be turned away and the event 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.
 - **What is supplied to you:** The zoo can supply no more than 25 tables and up to 220 chairs for each uncatered event at no additional cost (fewer tables/chairs may be available depending on other on-site needs/venue). 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.
 - RWPZ can setup equipment for your event. To do so, additional fees apply: After the first 25 tables and/or first 220 chairs, fees are as follows: \$5 per table and \$2 per chair. The set-up fee is due with final payment seven days before the event.
 - 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 you 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

Outside Food/Catering Policy:

- Guests are encouraged to utilize the services provided by the on-site caterer/concessionaire (the SSA Group) for all food and beverage needs. The team's familiarity with the community and property ensure they are prepared to make your event successful. While we encourage you to partner with the SSA Group, you may use an outside caterer of your choice.
- If you wish to use an outside caterer, please be advised of the following:
 - **Procedures and Fees:** Roger Williams Park Zoo must preapprove all outside vendors and caterers and reserves the right to withdraw approval at any time, at the client's expense. If a client is interested in bringing in an outside caterer, they must provide the following to Roger Williams Park Zoo at least 3 weeks before the event: 1.) A copy of the caterers' Business License, 2.) Certificate of Liability Insurance, and 3.) An estimated invoice of meal services. No later than 1 week



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before the event, the client must provide Roger Williams Park Zoo with a final invoice of all catering services, meal items, and costs. At that time, the client must pay 10% of the fees reported on that bill to The SSA Group as an outside caterers' fee. Payment must be made in full with cash, check or credit card. If the client is late with the payment and/or if the furnished bill is inaccurate, Roger Williams Park Zoo reserves the right to charge additional fees and/or penalties.

- Additional Information: The SSA Group and/or Roger Williams Park Zoo will not be liable for outside caterers or vendors, including quality, service, timeliness, or otherwise. The outside caterer will be responsible for storing, transporting, managing, and serving all their own food. They will likely be asked to enter through the main gate and may have to walk up to 10 minutes to the event location, so please ensure you are adequately prepared for moving your own items. Event goods (including serveware, plates, cups, napkins, utensils, table coverings, et cetera) are not included with your reservation. Roger Williams Park Zoo will set up tables and chairs for your event based on the estimated headcount and the Group Sales Department can advise you on what would be included and what may come at an additional cost. If the caterer needs additional setup/breakdown time not covered by this reservation, do let Roger Williams Park Zoo know at time of booking (additional fees apply). Requests made after that time may not be honored or may be subject to additional fees. Please note: All alcohol and alcohol service must be provided by the SSA Group only. Outside caterers cannot serve, and/or sell alcohol.

PAYING FOR YOUR EVENT:

By signing below, you agree to all site policies, party policies, and terms communicated by the zoo throughout this document and otherwise.

Circle payment method: Cash Check Credit Card

Cardholder Name: _____

Card Number: _____ - _____ - _____

Expiration Date: _____ Security Code: _____ Billing Zip: _____

Signature: _____ Date: _____