



Group Sales Policies

Booking an event

- A 50% deposit of facility rental is required to guarantee the date and facility for your function. Payments may be checks payable to Virginia Zoological Society, Visa, MasterCard and Discover.
- No events will be booked fewer than four weeks prior to the requested date.
- No refunds, admission passes or alternate dates are provided for weather or cancellations.

Rules and Regulations

- No smoking indoors, animals, glass, straws, balloons, bicycles, rice, bird seed, flower petals, balls, Frisbees, roller-skates, roller blades, skateboards, scooters, confetti, candles or open fires permitted. These items may be harmful to the facility, environment or animals.
- Radios, CD players, etc., require prior consent. Music also must be approved by the Development and Communications Department.
- Property cannot be used for political events, religious worship services or unsanctioned fundraisers.
- Nonprofit 501 (c)(3) organizations must receive prior approval to hold fundraising events at the Zoo.
- Any solicitation to Zoo visitors is strictly prohibited and may cause the Zoo to shut down your event.
- To sell items during events, organizations must first receive prior approval and agree to a surcharge of 10% of proceeds.
- Media releases advertising your event must be submitted to the Virginia Zoo for review prior to distribution. Any use of the Zoo logo or Zoo verbiage in advertising is strictly prohibited without consent of the Development and Communications Department.
- All clients holding an event at the Virginia Zoo **must provide a certificate of insurance** naming the Virginia Zoological Society and the City of Norfolk as additionally insured, and the cancellation clause must be changed to reflect the attached sample certificate.
- It is the responsibility of the client to ensure that trash is properly disposed of in designated receptacles. Failure to do so will result in an additional clean up charge of \$250.00.
- Walks held at the zoo must be completed no later than 9:45 a.m. This is to protect the safety of walkers, staff and Zoo visitors. The Zoo opens to the public at 10:00 a.m., and the train will begin operation at 10:15 a.m. along the same route as the walking paths and construction of the new Trail of the Tiger exhibit will be underway during operating hours until 2010. No runs may be held inside the Zoo at any time.

Personnel

- The Zoo reserves the right to determine the need for personnel services. The Zoo will make all arrangements for security and bill the client.
 - All functions requiring setup/delivery crews, more than 100 guests or occurring outside of 10:00 a.m. to 5:00 p.m. require the use of at least one Zoo Security Officer at \$25/hour.
 - All functions that serve alcohol require the presence of at least one Norfolk Police Officer. The fee for one Norfolk Police Officer is \$25/hour with a minimum four hour requirement.

Catering

- Aramark at the Virginia Zoo provides exclusive on-site catering services and holds the ABC license for the Virginia Zoo. No other caterer may be used on Zoo property, and no outside food may be brought into the Zoo.
- The contact for Aramark at the Virginia Zoo is Wayne Adams who may be reached at (757) 441-2374, ext. 225 or adams-wayne@aramark.com.

- Samples of Zoo menus are available from Aramark.
- All alcoholic beverages and bartending will be provided by Aramark.
- If alcohol is served, the event area must be barricaded or fenced off to the public during operating hour, and a City of Norfolk police officer must be onsite (billed at \$25/hour for a four-hour minimum). This is a requirement of the City of Norfolk.
- Bars must close 30 minutes prior to the end of an event.
- The Virginia Zoo and Aramark reserve the right to eliminate service of alcohol to individuals or shut down all bar service if deemed necessary.
- Pepsi Bottling Group is the exclusive soft drink beverage contractor. All beverages must be Pepsi products.

Amusements (tents, moonwalks, decorations, face painters, etc.)

- Big Top Entertainment is the Zoo's exclusive partnered amusement vendor. Visit www.bigtopentertainment.biz for more information or call Joe Fortuner at (757) 430-4911 to get pricing.
- No other outside amusement vendor may be used, including tent rental.
- Please note that through the summer of 2008, one-third of the event field will not be available due to Zoo construction.

Set-up/Breakdown

- Equipment and table set-up must be approved by the Special Events and Group Sales Coordinator prior to the function, and a detailed layout must be submitted prior to the event.
- For the safety of visitors and Zoo property, vehicle access to the park is restricted. In general, items should be carried from parking areas into the event area. If needed, the Development and Communications Department can arrange for hand carts to assist in delivery of such items.
- Under special circumstances, an organization may require a vehicle for set up or display at an event. In these cases, arrangements will be made through the Department of Development and Communications according to the Zoo's vehicle entry and exit procedures.
- Clients' signs or banners may be placed at the event site upon prior review and approval by the Development and Communications Department.
- All items must be removed from the Zoo at the end of the event. The Zoo is not responsible for items left behind.
- Trash must be placed in receptacles. Large items/bulk trash need to be placed in a pile. All zip ties, string, etc. at the event site and on the ground must be picked up and properly disposed of.
- Additional fees of \$250 may be charged if the event site is not properly cleaned.

Guest Entry

- During events that occur outside of Zoo operating hours (10:00 a.m. to 5:00 p.m.), guests and volunteers are to remain in the designated event area. Persons not adhering to this policy may be asked to leave the property.
- All guests will enter through the Main Entrance of the Zoo.
- If you have a greeter table at the guest entrance to admit guests, it must not block areas of entry for the general public.
- If you do not have a greeter table, your guests must be easily identifiable, with wristbands provided by the Zoo prior to your event, in order to gain entry at the ticket booth.

**For information or to arrange an event at the Virginia Zoo,
please call the Development and Communications Department at (757) 441-2374, ext. 253
or email melissa.love@norfolk.gov.**