



BIRTHDAY PARTY REGULATIONS

The Zoo offers a unique programme for birthday parties, providing a one-of-a-kind experience in contact with nature. Participants can enjoy a real adventure, exploring the park and learning more about the approximately 300 species that live here.

OBJECTIVES

The birthday parties aim to provide a fun and educational experience, where participants will be involved in learning activities while having fun in an environment that breathes biodiversity.

LOCATION

Birthday parties are held at the Zoo, at Praça Marechal Humberto Delgado, 1549-004, Lisbon (Sete Rios), both in the free access area (party rooms) and in the zoo area (inside the Zoo).

TARGET AUDIENCE

Birthday parties are for children aged 4 to 12. Subject to prior assessment, it is possible to hold birthday parties for other age groups by adapting the programme.

DURATION

Birthday parties are held every day and last for three hours: in the morning between 10 a.m. and 1 p.m., and in the afternoon between 2 p.m. and 5 p.m. The first two hours of the programme include a guided tour of the Zoo, and the last hour takes place in the party room (free access area).

INFORMATION REQUESTS AND RESERVATIONS

Requests for information and bookings for birthday parties should be made via:

Email: aniversarios@zoo.pt

- Telephone: 217 232 925
- In person, at the Birthday Parties Department (free access area).
- By prior appointment, it is possible to schedule a visit to the function rooms.

PROGRAMME

The birthday party programme includes:

- **Admission to the Zoo for 12 guests** (children up to 12 years old)
 - If there are more than 12 guests, extra tickets can be purchased.
- **Free admission for the birthday boy or girl and two adults**
 - After the party, the birthday boy or girl and two adults may re-enter the zoo on the day of the party at no additional cost.
 - In the case of parties with more than one birthday boy or girl, only one will benefit from the special offer, as mentioned above.
- **Guided tour of the Zoo lasting 2 hours**
 - The route to be taken is defined by the monitors, who may accept suggestions from the birthday boy or girl;
 - Includes the Dolphin Bay Presentation (unless otherwise indicated or for technical, operational, meteorological, animal welfare or other reasons);
 - May include, upon prior request, the Enchanted Forest Presentation and/or a visit to the Reptile House, at no additional cost.

Note: does not include train or cable car ride.
- **Room hire for 3 hours (free access area)**
 - The third hour of the party is spent in a room with a monitor, who will organise games and activities related to biodiversity and nature, and will provide support during snack time.
 - Guests and family members who are not visiting the Zoo may remain in this room (at no additional cost).
 - The room has tables, chairs, rubbish bins, plastic tablecloths and lighting.

- **Party invitations** (editable digital format)
- **Surprise gift for the birthday boy or girl**

- In the case of parties with more than one birthday boy or girl, the gift will be given to a maximum of three, at no additional cost.

HOW IT WORKS

1. Party check-in must be completed at least 30 minutes before the start of the party at the Birthday Party Department (free access area). Check-out must be completed no later than 15 minutes after the end of the party (departure of all guests). If this time limit is exceeded, an extra hour may be charged.
2. The meeting point for the birthday party is in the assigned room, approximately 10 minutes before the start of the party.
3. Visits to the interior of the Zoo are conducted by monitors: one monitor for every 10 children, with the need for additional monitors assessed according to the age and number of participants (at an additional cost).
4. Two responsible adults must accompany the party throughout the entire visit to the Zoo (2 hours).
5. It is possible to extend the room rental for an extra hour (at an additional cost and subject to availability), provided that this does not disrupt the normal running of the parties.
6. Children and adults must wear a disposable wristband throughout the party (important for identifying the group). Re-entry to the Zoo for the birthday boy or girl and two adults is only possible upon presentation of the wristband.
7. The room is cleaned by the Zoo.
8. The Zoo is not responsible for any loss or damage that may occur during the party.
9. The party room may be decorated provided that all items are placed inside the room. The party organiser is responsible for putting up and taking down the decorations. Adhesive tape may not be used to affix decorations.
10. The room's facilities and equipment must be left in the condition in which they were found, with the party organiser being responsible for any damage caused.
11. Any repairs that need to be made in the event of damage or negligent use will be billed to the party organiser. In addition, we appeal to your sense of responsibility and common sense within the zoo area during your visit.

PROHIBITIONS

1. Smoking is prohibited in the room.
2. The consumption of alcoholic beverages by minors under the age of 18 is not permitted, nor is their consumption outside the room.
3. Balloons are not permitted in the zoo area or outside the party room.
4. There is no interaction between the animals and visitors.

PRICE LIST

1. The birthday party programme costs €345.00 (VAT included), with no minimum number of participants.
2. The cost for each additional child/adult to participate in the visit to the Zoo as part of the party is €19.00.
3. The cost of hiring an extra monitor is €16.00/hour per monitor.
4. The purchase of an extra hour of room hire costs €80.
5. The Zoo offers the possibility of purchasing merchandise for party guests: Cap = €3.50/unit; Drawstring bag = €3.00/unit; Bracelet = €1.50/unit.

RESERVATIONS

To book the party, you must pay the total amount of the programme via bank transfer. If the number of guests exceeds the limit, the extra amount will be paid on the day of the party at check-in via ATM payment.

DISCOUNTS

All discount protocols are applicable to the cost of the party programme, excluding extras purchased as part of the birthday party.

CANCELLATIONS

In case of cancellation, the amount paid will be available for use on tickets.

WEATHER CONDITIONS

The birthday party will take place regardless of weather conditions. In case of unfavourable weather, the Zoo has disposable raincoats available for €2 each. The programme inside the Zoo will be adapted to include more covered areas in the visit, namely the Reptile House, Tiger Valley and Primate Temple.

ACCESSIBILITY

The Zoo provides a removable ramp for easy access to the party room for people with reduced mobility, wheelchair users and families with pushchairs.

For any other questions, please contact the Birthday Parties Department by email: aniversarios@zoo.pt or telephone: 217 232 925.