ACCESSIBILITY
Should any of your guests require assistance to contracted venue, arrangements must be made in advance with your Event Coordinator during the planning stages.

ALLERGY POLICY
SDZ Global will make every reasonable effort to accommodate special meal requests, including vegetarian options, dietary restrictions, food allergies, etc. Requests must be made in advance of the event at the time of guarantee in order to insure availability.

Please note that with respect to dietary limitations and allergies, the SDZ Global shall not be liable for personal injury arising as a result of such special needs in the absence of both advance accurate notification by Client to SDZ Global and negligence or willful misconduct on the part of the SDZ Global. If any attendee runs a risk for severe allergic reaction, upon request the SDZ Global will make appropriate arrangements for that attendee to bring in their own meal.

BOOKING AN EVENT
Once working with your sales manager, upon your request, and based on availability a tentative hold will be placed. To guarantee this event date and space, the sales manager must receive both the sales agreement and deposit as outlined on the agreement itself. Your event is confirmed only when both are received upon due date.

Steps to expect; Tentative Hold, Proposal, Sales Agreement, Deposit, Confirmation of Receipt, Introduction to Event Coordinator, Creation of Event Order & Floor Plan, Guarantee of event floor plan, guest count, and payment of estimated remaining balance.

CATERING
SDZ Global must supply all food and beverage for the Event. No outside food or beverage shall be allowed.

CLEAN UP AND MAINTENANCE
The client and their vendors are responsible for leaving the facility in the same condition as they found on arrival. No equipment, decor or other materials may remain on site overnight without prior approval of your Event Coordinator.

DECOR
The SDZ Global Event Coordinator must approve all decorations, themes and entertainment at least one (1) month prior to the Event. The SDZ Global reserves the right to refuse any decoration themes or entertainment that may be considered a health or safety problem or cause damage to the Premises.

DESSERT STORAGE
SDZ Global kitchen facilities are not able to store any desserts and/or wedding cake. The SDZ Global catering staff members are not responsible for any setup for all desserts and/or wedding cake. It is the sole responsibility of client and/or client arranged vendor/personnel. SDZ Global is not responsible for any damages.

EVENT VENUE COORDINATOR
The SDZ Global Event Coordinator will serve as liaison between SDZ Global and the Client for all needs. Any arrangements/requests/communication must be made directly with said Event Coordinator.

FLOOR PLANS
All event layouts should be discussed with your Event coordinator throughout the planning process. No changes to the floor plan may be made after 5 business days prior to your event.

GRATUITY
San Diego Zoo Global is a not-for-profit organization. All proceeds from your event help support our ongoing efforts to bring endangered species back from the brink of extinction. San Diego Zoo Global does not charge Gratuity, but welcomes your donations toward our Wildlife Conservancy program. www.sandiegozooglobal.org
GUEST COMFORT
Most venues require ample walking to and from the parking lot, front entrance, to the venue as well as to and from tours and activities. We recommend notifying your guests with ample time that they will need comfortable walking shoes and any appropriate jackets and layering while being outside.

LIGHTING
General safety lighting is provided. Should you want to bring in your own specialty lighting please work with your Event Coordinator on details.

LOAD IN & LOAD OUT
Your Event Coordinator will confirm the schedule for all vendor load in/out needs. Should the usage of the venue or it’s personnel be needed outside of the 2 hour window of set up, an additional fee may apply, based on availability.

MEMBERSHIPS
In order to utilize catering facilities at the Premises, an admissions fee per attendee is required. SDZ Global membership, military passes, prepaid tickets and/or discount coupons do not apply to Special Events.

MILITARY
In order to utilize catering facilities at the Premises, an admissions fee per attendee is required. SDZ Global membership, military passes, prepaid tickets and/or discount coupons do not apply to Special Events.

MEMBERSHIP DISCOUNTS
$10 off new annual memberships for adults or children on the day of your event. Not applicable with discounted or evening admissions.

PARKING
Parking is free at the San Diego Zoo. Parking is discounted at the San Diego Zoo Safari Park at $7/vehicle. Shuttles/Coaches are free at both locations.

POWER
All power requirements must be on file with the SDZ Global Event Coordinator at least one (1) month prior to Event Date. Extensive power needs are subject to additional charges.

ROOM RENTAL
Most venues require a room rental for the usage of space. Please work with your sales manager for more details.

SHIPPING & RECEIVING
SDZ Global does not have a shipping and receiving department or storage for event materials. Please discuss options with your Event Coordinator.

SMOKING
Smoking is not permitted anywhere on Zoo or Safari Park grounds or parking lots. Guests who wish to smoke are welcome to have their hands stamped for same-day re-entry when leaving our grounds to smoke. Guests must also have ticket for re-entry. Safari Park guests should keep their parking receipts to avoid having to pay twice for same-day parking when leaving for and returning from smoke breaks.

SOUND OR LIGHT CHECK
If you require a light or sound check the evening before your event date based on availability, an additional fee may be assessed. Please contact your Sales Manager or Event Coordinator for more details.
SOUND AMPLIFICATION POLICY
Sound level limit is 85Db during all events. Some venues may have additional restrictions based on proximity to animal exhibits. Please discuss needs with your Event Coordinator.

SMALL GROUPS
$150 group fee applies for groups under 50. 30 Person minimum applies to all events including tours, admissions, plated and buffet options.

SALES TAX
Applicable sales tax will be added to all food, beverage, rental items, applicable equipment rental and miscellaneous fees. Groups claiming tax exempt status are required to present appropriate documentation prior to event date.

SIGNS
Complimentary signage will be provided for your event to assist in directing guests to designated location. Special requests may incur additional charges.

TENTATIVE AND HOLD POLICY
Based on availability of event space a courtesy hold can be placed for 7 business days. After 7 business days your date will be released without notice unless you request an extension or you confirm your booking with a signed sales agreement and deposit, or if another client initiates an “event push”.

VENDORS
Client must notify Event Sales Manager or Event Coordinator of any outside vendors 30 days prior to the event. Permits and Insurances are required. Please request separate agreement and policies specific to vendors with your Event Coordinator or Sales Manager.

VENUE SET-UP
Access to contracted venue is 1 hour priors to the start of the event in that venue unless otherwise stated by sales manager or coordinator. Additional setup time may be available for an additional fee, unless otherwise contracted. Morning events may vary.

VENUE CAPACITY
The capacity of each venue is outlined in the Admissions and Facilities Guide. If your group exceeds this number, it may become necessary to move your event to another venue, subject to availability and additional charges.

VIDEO & PHOTOGRAPHY
With admittance to the San Diego Zoo or Safari Park, visitor agrees not to commercially use any photography or recordings in any form taken at the parks, and visitor grants permission to the parks and their agents to utilize visitor’s image and/or sound records for any purpose whatsoever in perpetuity.

WI-FI
Limited wi-fi is available for events free of charge. Access is available based on availability in specific location. Internet speed of wireless connectivity is not guaranteed.

CATERING EVENT ORDER
The detailed arrangements of the Event are to be finalized in a document known as an “Event Order”. This document will reflect all menus, setups, animal presentations, tours, displays, décor, entertainment, exhibits, and any other items that have been ordered for the Event. Client agrees to provide details for the Event Order no later than (1) one month prior to the Event date. Client agrees to sign and return the completed Event Order, with written corrections, if any, no later than two (2) two weeks prior to the Event. If SDZ Global has not received the signed Event Order back by this time, SDZ Global shall assume that the Event Order is correct as transmitted to the Client, and the Event Order shall then become part of this Agreement and subject to the terms and conditions contained herein.
No changes to the menu may be made by the Client less than two (2) weeks prior to the Event.

If extensive changes are made to the Event Order after it has been signed by Client or if a change from the original room set up is requested once the room has been set for the function, a reasonable labor charge will be added to the final billing.

**ADMISSIONS**

In order to utilize catering facilities at the Premises, an admissions fee per attendee is required. SDZ Global membership, military passes, prepaid tickets and/or discount coupons do not apply to Special Events, such as the subject of this Agreement. 30 person minimum.

**FOOD AND BEVERAGE MINIMUM & RENTAL FEES**

Each facility has a minimum Food and Beverage expenditure requirement and a rental fee for the usage of space. This minimum is met through the purchase of the food and beverage only. Entertainment, rental, décor, labor fees and/or sales tax do not apply towards this minimum. If the food and beverage minimum is not met, an amount equal to the deficit plus applicable sales tax will be charged to the Client.

Any deviation and/or reductions in program do not alter the Client's responsibility for full payment of this minimum.

**DEPOSITS/PAYMENT SCHEDULE**

A non-refundable deposit is required at the time of signing this Agreement in order to consider the reservation confirmed. This deposit will be applied toward the total charge for the Event.

**BEVERAGE SERVICE**

All beverage service will be provided by the SDZ Global and is subject to the regulations of the Alcoholic Beverage Control Board of California. Alcoholic beverages are not allowed on the Premises unless provided by SDZ Global. Consumption of all alcoholic beverages will be confined to the Event area. Persons under 21 will not be served alcoholic beverages under any circumstances. If consumption appears to be excessive by any individual, in SDZ Global's sole judgment, that individual will be refused service and the Client notified accordingly. Furthermore, SDZ Global, in its sole judgment, reserves the right to refuse bar service to anyone and/or cease bar service for the entire Event. All bar guarantees and labor charges will be invoiced.

**VENUE POLICIES**

The SDZ Global Event Coordinator will serve as liaison between SDZ Global and the Client for all needs. Any arrangements/requests/communication must be made directly with said Event Coordinator. The SDZ Global Event Coordinator must approve all decorations, themes and entertainment at least one (1) month prior to the Event. The SDZ Global reserves the right to refuse any decoration themes or entertainment that may be considered a health or safety problem or cause damage to the Premises.

For the safety of our guests and animal collection, items not allowed on Premises include but are not limited to: any animals other than service animals, drones, balloons, balls, Frisbees, hacky sacks, hula hoops, bicycles, scooters, tricycles, riding toys of any kind, bug nets, plastic bug keeper containers, cap guns, noisemakers, toys that make loud noises, fireworks, glass bottles, jump ropes, knives, weapons, lawn chairs, plants, roller blades, skates, skateboards, roller shoes, throw away lids and straws, AM/FM radios, scanners, portable TVs, laser pointers, whistles and yo-yos.

All power requirements must be on file with the SDZ Global Event Coordinator at least one (1) month prior to Event Date. Extensive power needs are subject to additional charges.
SDZ Global will not assume responsibility for loss of or damage to any merchandise or items left the Premises prior to, during or following the Event.

Access to emergency vehicle lanes and pedestrian emergency exits must remain open at all times. SDZ Global reserves the right to use emergency access ways at any time as needed by emergency vehicles for any and all visitor emergencies. When possible, notice of such use will be given to Client’s group contact, but such notice is not a requirement for use.

INCLEMENT WEATHER
Inclement weather may make it necessary to re-evaluate the set up needs of certain bookings, especially those booked in outdoor space. If weather poses a concern in the sole opinion of the SDZ Global, then SDZ Global will advise the Client of the expected weather conditions 48 hours prior to the Event, or in the event of unforeseen weather conditions, at the earliest opportunity, and advise of available set up options at this time. Set up options may include but are not limited to alternative space, alternative room set up, and additional rental items (i.e. tented structure). Once advised, it will be the Client's sole responsibility to determine ultimate set up based on available options provided by SDZ Global. SDZ Global will not be held liable for weather related conditions and associated room/set up changes.

Clients determination of an inclement weather related set up change is required 24 hours prior to the Event's start time, unless the weather condition is unforeseen, in which case the Client must request changes at the earliest opportunity. Any changes made to the Event less than 24 hours out will incur reasonable and appropriate fees.

SDZ Global will make reasonable efforts to provide alternative set up options; however, at no time shall SDZ Global guarantee availability of a covered space as back up for events booked in outdoor venues. If an additional rental item (i.e. tented structure) is requested by Client, Client agrees to pay any related rental fees.

FUNDRAISING POLICY
SDZ Global does not permit fundraising, conducted by and/or for other charitable organizations, during Events at its facilities. Client hereby agrees that: a) it will not use Event tickets or admission revenue to further another charitable organization’s mission; and b) it will not engage in charitable solicitations (including, but not limited to, silent or live auction, raffles, “paddle” raising, etc.) during the Event.

LOGO USAGE AND MEDIA POLICY
Client agrees that it will not utilize SDZ Global's name or logos in any way as to create the impression of an association or affiliation between SDZ Global and the Event other than to be listed as the venue. Requests by Client for media on the Premises must be submitted in writing to the SDZ Global Event Coordinator at least two (2) weeks prior to the Event. Media requests must be preapproved by SDZ Global.

CODE OF CONDUCT
All visitors to the San Diego Zoo or the San Diego Zoo Safari Park are expected to conduct themselves in an appropriate manner at all times while on the Premises. Any behavior that authorized SDZ Global personnel deems to be unlawful, disruptive, or objectionable to other visitors or employees, or potentially or actually damaging to the animals, plants or property of the SDZ Global or to other persons, shall be cause for refusal or revocation of admission or continued presence at the San Diego Zoo or the San Diego Zoo Safari Park. The SDZ Global through its authorized personnel adheres to all applicable local, state and federal laws, which will be strictly enforced.