

# New Forest wildlife park

## BIRTHDAY PARTY INFORMATION

Enjoy a REALLY WILD Birthday Party in the New Forest





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### ORDER OF EVENTS

- Meet and greet outside the front of the park – patio area outside café by car park
- Fun animal tour (1.5hours)
- Animal encounter - birthday child only will feed or make enrichment toy for an animal with a keeper during the tour – options of species currently \*OTTERS\* or \*DEER\*
- Birthday food and party bags in private party cabin

### PARTY FOOD

Lunchboxes\* Contents may vary

- Cheese roll
- Piece of fruit
- Cheese string
- Packet of raisins
- Iced cake
- Little bag of sweets
- Unlimited squash and water available

Please advise us of any specialist dietary requirements/allergies upon booking. We cannot guarantee allergen free party food as these are pre-packaged.

### PARTY BAGS

Party Bags\* Contents may vary

- New Forest Wildlife Park pencil
- Notepad
- Eraser
- Postcard
- Fun foam animal mask
- Bouncy egg/ball
- Complimentary return day ticket to the park (valid for 3 months)

### COLLECTION TIME

Your party will be escorted back to the patio area for parents to collect their children. Please be advised if your party starts at 10.30am, to ensure the children get to play on the play areas, we suggest a collection time of 1pm or after.



## BIRTHDAY PARTY PRICES

Our party package is £20.00 per child.

If the party is for a 5 year old child, 1 accompanying adult is permitted free with each child guest.

If the party is for a 6 year old or above, 1 accompanying adult is free per five paying children.

Additional adults pay full admittance to New Forest Wildlife Park.

Minimum party number is 10 children.

Maximum numbers (children and adults) 40.

Large birthday parties of 15 or more children will need a second party host at an extra cost of £50.

Confirmation of numbers is required seven days before the party. Any 'no show' children on the day will be charged at £5.00.

### **ADDITIONAL INFORMATION**

Parties are supervised by a party host but children are the whole responsibility of the parents. The party host will not accompany guests to the 'Go Wild' play areas; therefore, the party parent is wholly responsible for party guests. Our hosts are not DBS checked and therefore if a child requires the toilet or accompanying back to the entrance/exit at any point, a party parent needs to accompany them.

On the day, you are welcome to bring in extra bits for the party bags and additional food and drink for the party if you wish. Please note NO ALCOHOL is permitted. In the interest of conservation and the safety of the animals, balloons are not allowed in the park.

Any party guest, if they have an adult visitor with them at the party, are welcome to stay on at the park and enjoy the rest of their day.



## BIRTHDAY PARTY FAQ

### **WHAT HAPPENS WHEN I ARRIVE?**

Your party host will be at the entrance to greet you - please arrive promptly (at least 15 mins before guests arrival time) if you wish to head over to the birthday room and pop in your birthday cake and then head out to the patio area outside the cafe to greet your guests!

### **WHAT DOES THE BIRTHDAY CHILD GET?**

- Tailored fun-fact-filled tour of the park with your own party host
- An animal encounter with a zookeeper during the party tour – current choices are Otters or Deer
- 50% discounted animal adoption pack form and a birthday card
- Party bag

### **WHY DOES ONLY THE BIRTHDAY CHILD RECEIVE AN ANIMAL ENCOUNTER?**

This is a special treat for the birthday child and only one child can participate by throwing in an enrichment toy or feeding an animal with the keeper for safety purposes.

### **WHAT TIME IS THE PARTY? HOW LONG DOES IT LAST?**

Parties start at 10.30am with the tour so please put 10.15am on your invitations to guests. This allows parents to drop off, guests to use the toilets as the guests gather, and the tour to set off by 10.30am. Therefore, birthday food will be approximately 12-12.30pm with some time to enjoy the larger or smaller 'Go Wild' play areas. Please be advised if your party starts at 10.30am, to ensure the children get to play on the play areas, we suggest a collection time of 1pm or after. Please discuss timings with our helpful admin team if you wish to start a party later or have an afternoon\* party (\*only available in spring & summer months)

### **WHY DO PARTIES START FROM 5 YEARS OLD?**

The reason for the age restriction is that the party is very interactive with lots of activities that younger children would not be able to keep up with.



### **WHAT ABOUT SIBLINGS OF PARTY GUESTS?**

Siblings of invited children: Under 3yrs: Free  
Siblings 3 years and over: Usual entrance fee £12.50

It is the responsibility of each parent bringing a sibling/extra child to explain to them that they are not a party guest and so are not able to join in and must remain with them. It is recommended that, if possible, party guests be dropped off at the party and for parents and siblings to enjoy the park independently.

### **WHAT IF BOTH PARENTS WOULD LIKE TO STAY WITH THEIR CHILD AT THE PARTY?**

As only one adult is admitted in for free with each party guest for a 5 year-old's party, or one adult per 5 children for a 6 year-old plus child, any extra parents will have to pay for their entry. Adult entrance price £15.95.

If the birthday parents wish to cover this cost and offer entry to any additional adults, please discuss this upon arrival and it can easily be done and added to the total cost.

### **WHAT ABOUT LATECOMERS?**

Any guests that arrive after the party has begun should come to the Entrance/Gift Shop entrance and let the staff know that they are here for the birthday party; staff will then radio to find out where the party group is in the park and give directions.

### **CAN WE BRING BALLOONS?**

In the interest of conservation and the safety of the animals, we no longer allow balloons in the park.

### **ARE THERE ANY REFRESHMENTS PROVIDED FOR PARENTS?**

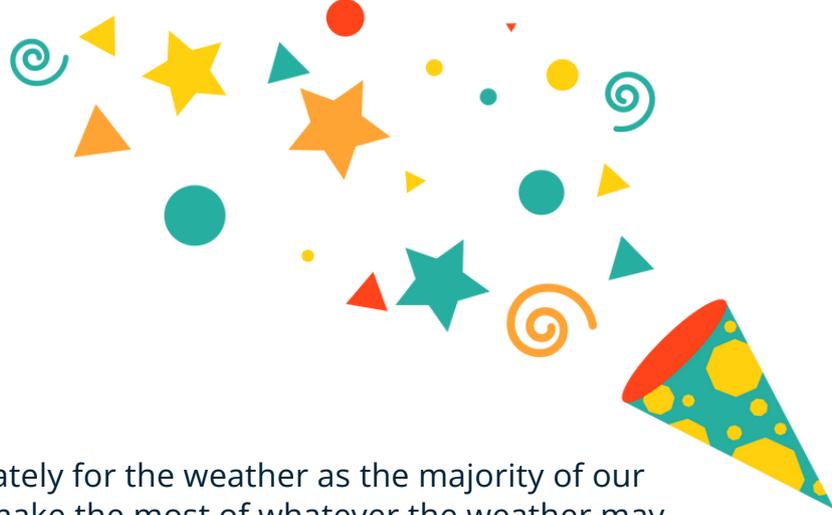
No, but should you wish to bring along any additional food or drinks into the party room you are more than welcome. There is plenty of space to have an extra table up. You can also use our café to purchase any refreshments.

### **DO YOU HAVE MATCHES AND A KNIFE FOR THE CAKE?**

Yes, we have a party supplies box that contains matches, spare candles, paper plates, cling film and napkins. We will also provide a cake knife.

### **WHERE DO PARENTS COME TO COLLECT THEIR CHILDREN FROM THE PARTY?**

Parents will collect their children from the patio area at the agreed time (where dropped off at the start of the party).



### **WHAT HAPPENS IF IT RAINS?**

Party guests need to be dressed appropriately for the weather as the majority of our park is outdoors and the party hosts will make the most of whatever the weather may be on the day!

### **WE ARE ANNUAL PASS HOLDERS AND HAVE GUESTS ATTENDING WITH ANNUAL PASSES, DO THEY GET IN ON THEIR PASSES?**

Annual pass holders gain 10% discount on the overall total of the party booking. If the party parents are annual pass holders they will get in for free.

Any adult with an annual pass attending the party can go in on their card.

Annual passes are non-transferable.

Child annual pass holders still pay the price of a 'birthday guest' charge.

### **WHAT HAPPENS AT THE END OF THE PARTY?**

Your party host will accompany you to the gift shop to pay the invoice.

Birthday child's family - enjoy the rest of the day with 'All day admission to the Park and Go Wild! adventure playgrounds!'

*"We held our daughter's 10th birthday party at the park and we had the most amazing day. As part of the party package we were shown around the park by 2 very knowledgeable and incredibly lovely young ladies who put up with lots of interruptions and questions from the kids! After our tour (during which the birthday girl got to help feed the otters) we had our own party room with food boxes provided by the cafe which were really nice and went down a treat - we took our own birthday cake and other bits and pieces.*

*The park also provided the party bags which included some really nice items from the gift shop including a free return park ticket for all the party guests. We stayed and played for a good few hours afterwards and the children were all exhausted and very sad to leave. Would highly recommend booking a party here, the park thought of everything and all we had to do was show up. It was a truly fabulous day and we look forward to visiting again in the summer"*

**May 2023 - Lisa H**

## BIRTHDAY PARTIES - TERMS AND CONDITIONS

- There should be a minimum of two supervising adults/parents/carers for a party at all times (excluding staff members). Children are the full responsibility of the supervising adults and party hosts are not expected to look after children by themselves.
- A deposit is required at the time of booking, this will be discussed with you by the bookings team.
- We are never able to guarantee which animals will be part of our tour.
- If participants cancel a party fewer than 5 working days prior to the visit there is a 50% cancellation charge.
- In the unlikely event that we have to cancel the party fewer than 5 working days before the due date, you will be offered a full refund or the option to reschedule.
- The party must not be used as a raffle prize or similar.
- Waiver of liability – New Forest Wildlife Park does not accept liability for any person or body loss, injury or property damage from any action or cause whatsoever undertaken at the park. Participants and guests must abide by staff instructions. It is a condition of participation that guests observe all warning signs, do not venture over safety barriers and do not enter the Park's off-limit areas, unless instructed and supervised by staff.
- Any health concerns, allergies or dietary concerns should be discussed before booking.
- It is the participant's responsibility to inform us of any medical conditions which may affect his/her safety during the experience day.
- If the party is for a 5-year-old child: 1 accompanying adult is permitted free with each child guest.
- If the party is for a 6-year-old or above: 1 accompanying adult is free per five paying children.
- Additional adults pay full admittance to New Forest Wildlife Park.
- Minimum party number is 10 children.
- Maximum numbers (adults and children) 40.
- Large birthday parties of 15 children or over will need a second party host at an extra cost of £50.00
- Confirmation of numbers is required seven days before the party. The minimum of 10 children to be paid for in full.
- Please contact us to discuss any special requirements and we will try our best to accommodate you.