

WHAT AGE IS INCLUDED IN THE HEAD COUNT WHEN PARTY PLANNING?

Both adults (ages 13-64) and children (ages 4-12) are included in the head count.

ARE CHILDREN UNDER 3 INCLUDED WHEN PARTY PLANNING?

No, they are free and not included within the party cost!

MAY I HAVE MORE THAN ONE BIRTHDAY CHILD?

Of course! Just make sure to add them to your Birthday Party Information Sheet at the time of booking.

We recommend that you check-in a maximum of 15 minutes before your scheduled party time. Decorating ahead of time is permitted but must be coordinated with one of our team members three days in advance.

IS THERE ANYTHING I NEED TO BRING?

Tiger Creek does NOT provide any decorations, food, cake or party bags. These items are permitted into the sanctuary but must be provided by the party host.

WHAT ITEMS ARE PROHIBITED?

Balloons are the only items that are not allowed into the Sanctuary. This is for the safety of all the animals that reside at Tiger Creek.

WHAT DO I NEED TO KNOW ABOUT INFORMATIONAL AMBASSADOR SESSIONS?

Each of these animals has their own personality. Good days and bad days. There is always a chance that an animal could be uncomfortable. At this point it would be necessary for the child to choose another animal. Ambassador animals are not guaranteed, and Tiger Creek has the right to cancel an ambassador session at any time.

Some of our ambassadors are NOT hands on animals. This is based on species, personality, and training. Ultimately the decision is made in the best interest of the animal and our guests like yourself. You will be able to get close but may not be permitted to touch them.

WHAT HAPPENS IF I NEED TO CANCEL OR RESCHEDULE?

The birthday party deposit fee is non-refundable. However, you may cancel at any time with written notice. Rescheduling the program is permissible if there is a two-week notice given prior to the date of the party reservation.

If you need to reschedule a second time, a second deposit will be required each deposit allows for a one-time reschedule date.

WHAT HAPPENS IF THERE IS BAD WEATHER?

If bad weather is scheduled to take place, we will contact you to choose an alternative date. This will not count against you in anyway. You may still reschedule up to one time after this if necessary. No additional deposit will be required due to bad weather.

WHAT ARE THE POLICIES?

Reservations are only valid for the date booked. Birthday party deposit fee is non-refundable fee; however, you may cancel at any time with written notice. Rescheduling the program is permissible with an allowance of a two-week notice prior to the date of the party reservation. If you need to reschedule a second time, a second deposit will be required each deposit allows for a one-time reschedule date. No additional deposit will be required due to bad weather and you will be contacted with the option for an alternative date. Make sure to thoroughly fill out the Birthday Party Information Sheet and all liability waivers are due prior to the date of the party reservation. Ambassador animals are not guaranteed, and Tiger Creek has the right to cancel an ambassador session at any time. A cleaning charge of \$25 dollars will be charged to your card on file if we are required to do any additional cleaning after you have exited the premises. Prices are subject to change without notice.

FEES AND SUBSTITUTIONS:

Deposit Fee- \$100 Half the remaining balance is due one week prior to the date of the party reservation and the remaining balance is due upon check in the day of your party. Additional adults \$10 each. Seniors may be substituted as an adult (ages 65+) Additional children \$6.50 each.

WHO DO I CONTACT IF I HAVE ADDITIONAL QUESTIONS?

Please contact our Event Coordinator at 903.858.1008 or by e-mail at bfry@tigercreek.com.