

FAQs – Social Events

In order to save you time, please scan through the below frequently asked questions as we may have an answer for you already!



May I use my own caterer?

No, Riverbanks Zoo & Garden has an exclusive on-site event specialist caterer who is contracted for all Food & Beverage services at the Zoo and Garden. This ensures maximum efficiencies, as the layout and logistics of our venue is quite unique. Popular options include our set menus, but we can be flexible in customizing a menu to your taste, budget and vision.

Is there a Food & Beverage minimum spend?

During the peak season, we ask for a minimum spend on food & beverage. An example could be a minimum of 100 guests @ \$45 per person (excl. service charge and tax) or simply achieving a minimum spend of \$4,500. We can certainly be more flexible during the off-peak season!

What time can my event start and end?

General event windows are 9:00am-5:00pm and 7:00pm-11:00pm; however, these can be adjusted. Adding on hours to these windows is also possible for an additional fee.

What does my Facility Rental include?

We make it easy! Your facility rental generally includes in-house tables, chairs, standard linens, set up, clean up and an event manager. Any quantities other than what are owned by the venue may require an additional rental fee. For all inclusions, see each venues room bio.

When can we set up for our event?

You may do any 'personal touches' during Riverbanks' scheduled set up window. Alternatively, if we have no other events happening before your own and we have staff on premises, we may be able to arrange a set-up time further in advance. Please discuss options with your event sales representative at time of booking.

Can I bring in my own decorations?

Yes; however, decorations other than centerpieces must be pre-approved by your event sales representative in writing (email is fine) prior to your event day. Decorating outdoors cannot begin before the park closes, unless pre-approved in writing.

Is A/V equipment included?

Both the Ndoki Lodge and the Magnolia Room come with a built-in PA and sound system. Some other event spaces have background music capability. Please consult with your event sales representative on your AV needs. If Riverbanks does not own it, we can certainly obtain equipment for you at great rates!

Do I need to purchase Zoo admission tickets?

If your event is during Zoo hours, then admission tickets are required; however, these tickets will be offered at a discounted event rate.

If some of my guests are Zoo members, do I need to pay their admission?

If you can provide your event sales representative with a valid membership number(s) for each attending guest that is a member, then you don't have to pay admission for those particular guests.

Are there parking fees?

Parking is currently free of charge at Riverbanks.

May I bring in my own vendor(s)?

Yes, although if you do not choose a vendor from Riverbanks' list of 'Preferred Vendors', then you must seek written approval from your event sales representative. Your new vendor must agree to Riverbanks' 'Vendor Procedures' in order to receive such approval or they will not be allowed to enter the premises.

Do you offer any discounts?

If your event is at an 'off-peak' time, then we would either be able to offer a discount or some kind of added-value. Alternatively, we have set packages that have discounts built in, for Picnics, Tailgate Picnics, and Holiday Parties.

Do you host menu tastings?

Our executive chef hosts group tastings twice a year, which are free to attend. Alternatively we can set up a private tasting for a small fee to cover our catering costs.

Can I tentatively hold a date?

Yes, we will be happy to place a temporary 14-day hold on your date and space(s) and during this time no other parties can hold it. After 14 days, and possibly without notification, we must be fair and accept other offers.

How can I confirm my event?

To confirm your event we require 1.) a signed contract, and 2.) a deposit which is the value of your Facility Rental plus 25% of all remaining charges. When we receive both items, your event is firmly secured in our event calendar. Until both requirements are received, we reserve the right to accept other offers for the date and space(s) you are considering for your event.