

## **MANSION HOUSE PORCH RENTAL GUIDELINES AND PROCEDURES YOUR COPY**

- ◆ A deposit of 25% of the rental fee, plus a security deposit and the signed contract, is required within seven (7) business days of issuance of contract to hold the date. The balance is due 45 days before the event date. The deposit and final payment should be made payable to **The Maryland Zoo in Baltimore** and sent to the **Group Sales Office, Druid Hill Park, Baltimore, MD 21217**. A 50% refund of the deposit amount will be given only if a written cancellation is received a minimum of 90 days prior to event date. The amount will be forfeited if the minimum 90 days notice is not given.
- ◆ **The Maryland Zoo in Baltimore reserves the right to refuse any rental facility service based upon the nature of the event.**
- ◆ **Rental fees do not include Zoo admission, catering, rides, trams, other special event requests, and/or Zoo guest services.**
- ◆ Group Sales staff must approve all activities, entertainment, and/or scheduled appearances. Music and dancing are permitted. Music cannot be too loud to disturb our animals and Zoo guests (during Zoo hours).
- ◆ Client must select caterer from recommended caterers list only at least 90 days in advance of event. Caterer must be licensed and insured in the State of Maryland. If caterer is not on recommended list, the Group Sales staff must approve caterer. Caterers not on the recommended list will be required to pay a catering fee directly to The Maryland Zoo. Fee for all events on the Mansion House Porch is \$475.
- ◆ Any arrangements for rental and/or equipment deliveries must be made at least two weeks in advance. Deliveries should be scheduled between 9 a.m. and 2 p.m. on the event date, unless other arrangements have been made with Group Sales staff.
- ◆ **Event hours also include additional set-up and break-down periods.** Caterer is allowed only three hours before event time to set up and one and a half hours maximum to break down after event ends. Following the event, kitchen and porch must be cleaned, floor must be vacuumed, tables and chairs must be left neatly in original location, and all trash must be removed from premises.
- ◆ **The following will not be permitted inside the Mansion House Porch or on Zoo or Park grounds:**
  - ◆ No smoking inside the building. Smoking is allowed outside the building.
  - ◆ No open flames candles. Battery-operated votives are acceptable.
  - ◆ No pets permitted in the Zoo or any rental facilities.
  - ◆ Steamed crabs may not be served on the Mansion House Porch.
  - ◆ Throwing rice, confetti, birdseed, flower petals, etc. is **strictly prohibited**. It is the responsibility of the client to communicate this policy to guests. A cleaning charge of \$500 will be charged should the above be thrown on Zoo premises.
  - ◆ No signs or directional markers shall be taped to any Zoo signs within Druid Hill Park.
  - ◆ No vehicles are permitted on grounds without the approval of Group Sales staff. This is for the safety of our animals and guests, and to protect our beautifully landscaped grounds.
- ◆ The Maryland Zoo is not responsible for equipment or materials brought in by outside vendors or guests, or loss or theft of property belonging to client, their guests, the caterer, its staff, or rental companies. All equipment and materials must be removed from The Maryland Zoo on the event date, otherwise, The Maryland Zoo will charge the client or vendor a \$500 clean up fee and/or estimate a breakdown fee.