



Group Visits Frequently Asked Questions

Groups with 20 or more people can receive a discounted group rate for their visit to the Scott Family Amazeum.

How does a Group Visit differ from a School Unfield Trip?

A school field trip is for public or private school or homeschool students coming to visit as a class/school with additional experiences available for add-on. School field trips, Unfield Trips, may qualify for sponsored admission. Group visits are to provide a discount for non-school groups such as YMCA, Boys and Girls Club, 4H, or scout troop groups for example.

MAKING RESERVATIONS

Q: How do I make my group's reservation?

A: You can make a group reservation by calling 479-696-9280 ext. 204, Monday-Friday, 9 am - 4 pm. or emailing our Reservation Specialist at reservations@amazeum.org. Your reservation is **not** complete until an Amazeum representative contacts you to confirm.

Q: Do I need a reservation to receive the group rate?

A: Yes. In order to receive the discounted group rate, a reservation needs to be made at least two weeks in advance of your group's visit date.

Q: Will I receive a confirmation for my group visit reservation?

A: An Amazeum representative will contact you to confirm your visit. After you make the reservation, you will receive an email confirmation.

Q: How many people constitute a group?

A: We require 20 or more paying people to qualify for a group rate.

Q: What is the group rate?

A: Groups of 20 or more paying guests may receive a discounted admission rate of \$6.00 per person. Children under 2 years old are free.

Q: What if I need to make changes to my reservation?

A: You may make any necessary changes to your reservation by calling 479-696-9280 ext. 204, Monday-Friday, 9 am - 4 pm or emailing Reservation Specialist at reservations@amazeum.org. If you need to make changes the day of your visit, you can do so when you check in at the admissions desk. We will ask for a final headcount of adults and children upon your arrival.

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Q: What if I need to cancel my group visit?

A: If you cannot make your reserved time, please cancel at least 14 days in advance. Submit cancellations to Reservation Specialist in writing by fax, mail, or email. Please include your contact information, organization name, and the date of group visit you are canceling. If you cancel within 14 days of your visit, the Amazeum reserves the right to charge a \$25 cancellation fee. No call/no shows may be unable to reschedule with Amazeum for a full year.

Q: What if my group has to cancel due to inclement weather?

A: The group leader should call 479-696-9280 ext. 204, to notify Amazeum staff of any delays, cancellations, or the need to reschedule your Group Visit.

Q: Are Adults and Chaperones different and how many are required?

A: Adults and chaperones are parents, caretakers and teachers who are responsible for a group of students or persons on a Group Visit. The Group Leader is responsible for designating required chaperones. We request that groups have a ratio of 1 adult per 10 children 6 years and up; and 1 adult per 5 children under 6 years. (Adult chaperones are required to be 18 years and older)

MAKING PAYMENTS

Q: When is final payment due?

A: We do not require a deposit for your group visits. Payment is expected in full upon arrival. The total amount due is based upon your final attendance number on the day of your visit.

Q: How do we make payments?

A: We accept the following forms of payment: credit card, cash, or check. We request one payment be made for the entire group. Any extra adult with any child outside of the group will have to pay the full admission amount of \$9.50 per ticket, if they did not give the Group Leader money beforehand. If any adult has a membership, they are welcome to use that (refer to Membership Benefits question below).

Q: Are all adults in the group required to pay?

A: The group leader is responsible for assigning which adults are required and which will need to pay. Required adults receive complimentary admission within the 1:10 adult to child ratio for children 6 years and up, or the 1:5 adult to child ratio for children under 6 years. Additional adults are eligible for the \$6.00 group rate provided that the money is collected beforehand and made in one transaction by the group leader on the day of the visit. Additional adults paying individually will pay our \$9.50 admission fee.

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Q: May membership benefits be used towards the group admission?

A: Adults and families with valid memberships are welcome to check in under their membership by presenting their photo ID and membership card. Children are **not** eligible to utilize family membership benefits **without** their adult family member present. If a family is coming together as a part of a larger group, then that family can use their membership for admission. They will show their card and check in as members. **For example**, if the Smith family (dad and two children that are listed on the family membership) are coming with Scout Troop #28, they can use their membership. If Scout Troop #28 has at least 20 other people who are not members, who will pay \$6 per person, they will get the group rate.

ON THE DAY OF YOUR VISIT

Q: When should we arrive?

A: Please arrive 10 minutes prior to your scheduled time to allow time for check in and orientation. Groups will be able to explore the museum only during normal operating days and hours.

Q: What happens when we arrive?

A: Upon arrival, we request you keep everyone together and have the group leader check in at the admissions desk. An Amazeum staff member will greet your group curbside (weather pending) or on the left-hand side of the lobby to provide a quick orientation.

Q: Where should we park?

A: If your group is traveling by car or van, you are welcome to park in our lot. **Large buses** and **oversized vehicles** should park at **Orchards Park** after unloading on the north side of the building at the Amazeum.

Q: How long should we plan to stay?

A: Your Group Visit's reservation will come with an arrival and departure time. We recommend visiting two hours to explore our exhibits. If you plan to have lunch here (remember we only have an **outdoor** eating space for groups and schools), you are welcome to eat at our Outdoor Playscape lawn area that is to the right of the waterfall. There you will find bathrooms, water fountains, trashcans, and some covered seating. When making your reservation, let our Reservation Specialist know your lunch plans so we can find the best length of time for your visit! Your lunchtime must be taken between your scheduled arrival and departure time.

Q: What do we do when we are ready to leave?

A: Please allow enough time to gather your belongings and take a bathroom break *before* your departure. You will be assigned a meeting place for departure during orientation. An Amazeum team member will lead you from your meeting place through the lobby to your vehicles or buses. If you arrived by bus, your bus should pick you up where you were dropped off (the north side of the building).

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Q: What are our lunch options?

A: Your group is welcome to bring bagged lunches. If you are bringing bagged lunches, pack lunches in a large box or cooler labeled with your group's name. If available, Amazeum staff can help you transport lunches to a storage location inside the museum.

The Amazeum has **no indoor eating area** for groups or schools to eat lunch. If the weather is nice, groups are welcome to eat to the right of the waterfall on the outdoor lawn space for a picnic style lunch and at our outdoor covered pavilion area. The small covered pavilion includes some covered seating, trashcans, and restrooms. We recommend bringing blankets to sit on, as we cannot guarantee seating in the pavilion will be available. In the event of inclement weather, indoor options will not be available. Groups can also consider eating at nearby Orchards Park. The Amazeum requests that groups **do not** arrange food delivery, such as pizza, to the museum.

MUSEUM EXHIBITS AND AREAS

Q: Which exhibits should we visit?

A: There is a lot to see and do at the Amazeum. This may mean not everyone in your group might be able to see and do everything during this one visit. Amazeum team members are all throughout the museum to help you get the most out of your experience.

- The Emerging Explorers areas are only for our youngest guests under 2 years old.
- The Tinkering Hub Workshop is recommended ages 7 and up, but feel free to explore this area with your group if you feel appropriate.
- The Market is popular and only allows a certain amount of Groups in at a time, so if it is full when you try to go in, just come back to it later.
- The Hershey's Lab is unavailable to Group Visits.

Q: Will the students get wet in Water Amazements?

A: Yes! If your group is planning to visit Nature Valley Water Amazements, you will get wet. A towel, in addition to a change of clothes and/or shoes, is encouraged. There is a family restroom available at Water Amazements for changing.

Q: Can we visit the Amazeum store?

A: If you or your children/rest of group are interested in visiting the museum store, Curiosity Corner, you are welcome to do so. Please be sure an adult accompanies children at all times while shopping. We recommend you stagger your visit to the store throughout your stay here at the Amazeum. Please visit the Curiosity corner before the end of your visit and in small groups.