



**Q: How does a Group Visit differ from a School Unfield Trip?**

**A:** 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, and 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 troops.

## 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](mailto: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 the Reservation Specialist at [reservations@amazeum.org](mailto: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.

**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 the Reservations 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)

**Q: What are your new safety requirements for groups?**

**A:** We request that guests over the age of two wear face coverings while inside the building and in our outdoor playscape. There are reminders throughout the museum to be aware of your physical distance with guests who are not in your group. Be smart, play 6 feet apart! We are also not allowing lunch to be eaten at the Amazeum at this time.

**Q: Will capacity be limited during a Group Visit?**

**A:** Group Visits will have a limited capacity to allow space for guests and Amazeum team members to physically distance and play 6 feet apart.



**Q: Will face coverings be required for Group Visits?**

**A:** We request that guests, who are vaccinated or yet to be fully vaccinated, or older than 2 wear masks inside the museum. The Amazeum team is required to wear masks inside the museum.

**Q: Will there be any health screenings i.e. temperature checks, pre-entrance questionnaires, etc.?**

**A:** The Amazeum will not be checking the temperature of members and guests entering the museum or doing any health screenings.

**Q: What if I don't have a face covering or mask?**

**A:** Guests who do not have a face mask may use disposable face masks provided free at the entrance.

## MAKING PAYMENTS

**Q: When is final payment due?**

**A:** We do not require a deposit for 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. Please have a final count of children and adults when making your payment. All payment should be gathered prior to arriving so that one transaction can be made upon arrival.



**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.

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

**A:** The group leader is responsible for assigning required adults before the group visit. 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.

## ON THE DAY OF YOUR VISIT

**Q: When should we arrive?**

**A:** Please arrive 15 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 (10:00am-5:00pm on Mondays, 9:00am-5pm Wednesdays-Fridays).

**Q: What happens when we arrive?**

**A:** Upon arrival, an Amazeum team member will greet you curbside and provide a brief orientation. We request you keep everyone together and outside until an Amazeum team member has given further instructions. Please do not gather inside the building.



**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:** Reservations are scheduled for 2 hours.

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

**A:** Near the end of your scheduled group visit, please gather your group outside. We ask that the lobby and hallways are not used as grouping or meeting areas so that we can maintain physical distancing requirements.

**Q: What are our lunch options?**

**A:** The Amazeum is not allowing lunch on campus at this time. We recommend going to Orchards Park or Memorial Park.



## 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 Early Learner Spaces are only for family use.
- The Tinkering Hub Workshop has a 10 person limit.
- 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 at this time.

**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 for changing.