



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 Field 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, and may qualify for sponsored admission. Group visits are intended to provide a discount for non-school groups such as YMCA, Boys and Girls Club, 4H, or scout troop for example. School field trips are called Unfield Trips.

MAKING RESERVATIONS

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

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

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

A: You can make a group reservation by calling 479-268-4542, Monday-Friday, 9 am - 2 pm. Or email our Reservation Specialist at reservations@amazeum.org. Your reservation is **not** complete until an Amazeum representative contacts you to confirm.

Q: How many people constitute a group?

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

Q: How many adults chaperones are required?

A: We request that groups have a ratio of 1 adult per 10 children 6 yrs and up; and 1 adult per 5 children under 6yrs. (Adult chaperones are required to be 18 years and older)

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: Are all adults in the group required to pay?

A: Two adults of the organization will receive complimentary admission. All other adults in the group will be charged the discounted rate.

Group Visits

Frequently Asked Questions

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.

Babysitter passes are not able to be used for group outing admission. 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.

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. No individual payments are allowed, other than the member exception noted above.

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

A: You may make any necessary changes to your reservation by calling 479-268-4542, Monday-Friday, 9 am - 2 pm or emailing Reservation Specialist at reservations@amazeumm.org. If you need to make changes the day of your visit, you can do so when you check in at the admissions desk. You will be asked for a final count of adults and children.

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

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

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

Group Visits

Frequently Asked Questions

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.

ON THE DAY OF YOUR VISIT

Q: Where should we park?

A: If your group is traveling by car or van, you are welcome to park in our lot. Buses and oversized vehicles should park at Orchards Park after unloading at the Amazeum.

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 allowed into 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 leader check in at the admissions desk. An Amazeum staff member will greet your group curbside and provide a quick orientation.

Q: How long should we plan to stay?

A: While we do not have a limit to the time you may spend, we recommend 2 hours to explore the museum.

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 area reservable for groups or schools to eat lunch. If the weather is nice, groups are welcome to eat on the outdoor lawn space for a picnic style lunch or at our outdoor covered pavilion area. The small covered pavilion includes some covered seating, trash cans and restrooms. We recommend bringing blankets to sit on as we can't guarantee seating in the pavilion will be available. In the event of inclement weather, indoor options may 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.

Group Visits

Frequently Asked Questions

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. If you arrived by bus, your bus should pick you up where you were dropped off.

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 everyone in your group might not be able to see and do everything during this one visit. Amazeum staff and volunteers are stationed throughout the museum to help you get the most out of your experience.

- The Emerging Explorers areas are reserved for our youngest visitors under 2 years old.
- The Tinkering Hub Workshop is limited to guests ages 7years and up.

Q: Will the students get wet in Water Amazements?

A: If your group is planning on visiting Water Amazements you will get wet. A change of clothes and shoes is encouraged. There is a family restroom available at Water Amazements for changing.

Q: What if children in the group want to visit the museum store?

A: If your children are interested in visiting the museum store, Curiosity Corner, please be sure an adult accompanies children at all times while shopping.