



Group Visit Information

Parking:

Limited parking is available on the north side of Flandrau on Hawthorne Street. There is a yellow curb on Hawthorne that can fit about 3 school buses or 8 to 10 passenger cars; or some combination of the above. This is the best place to unload and load the vehicles. A parking permit needs to be placed in the windshield of each vehicle, which the trip organizer may get at the front desk and distribute to all drivers. There are two paid handicap parking spaces behind our building. You can often find open hourly metered spaces on Hawthorne Street, First Street and Second Street, north of Flandrau. All additional vehicles should park in Cherry Ave. Garage, one block south of Flandrau next to the football stadium. Please note there is an hourly fee for parking in any garage. [Click here for map & directions](#)

Check in:

We ask the group to arrive a few minutes early to check in and receive a brief orientation. Please have only one person enter Flandrau for check in and to provide a final count of participants, staff and chaperones. Due to limited space in the lobby, we appreciate your help with keeping your group outside during check in to avoid congestion.

Please notify our staff during check in if:

- your schedule or departure time for your visit have changed
- your group needs any accessibility accommodations

Staff does their best to adjust schedules when needed but please be mindful of your arrival and departure times.

- **Early Arrival:** If your group arrives early, please note that other groups may be scheduled, and we may not be able to accommodate your group starting early.
- **Late Arrival:** Late arrivals may result in missing planned experiences if other groups are scheduled during the same time frame.

Chaperones:

The role of a chaperone is an important one and the quality of the participants' experience is greatly dependent on the level of involvement the chaperone has with the group and exhibits. One chaperone/adult accompanying the group is required for every ten children. Chaperone group assignment should be established prior to arrival. Chaperones are accountable for their group of participants, including their behavior, throughout the visit. Please communicate these expectations with your chaperones to ensure the best experience for your group's visit.

Planetarium Theater Seating:

We do our best to keep classes together but to accommodate everyone in the best possible seats we may need to break up groups. We ask that chaperones and teachers are seated amongst the participants.



Payment:

Payment may be made by cash, credit card, or purchase order **on the day of your visit**. Please let us know if payment by check is needed prior to your visit. Checks will **NOT** be accepted at the register during check in.

Groups will be charged for the number of attendees they have on the day of their visit. Please have a final count of participants, staff and chaperones when you check in.

Ten Participant Minimum: If your group arrives with fewer than 10 participants on the day of your visit, your group will be charged the base rate for your visit. [Click here for general group pricing](#). For field trip and Discovery program pricing, please [click here](#).

Discounts: Coupons, memberships or other discounts are not redeemable with group pricing.

Cancellation:

Cancellations must be received by email at Flandrau@arizona.edu, at least 3-weeks prior to your scheduled visit. Any group cancelling with less than a 3-week notice will be billed the base rate for their group type; see base rates above. The option to reschedule is dependent on availability.

Food:

Flandrau has a no food and no drink policy inside the building. Water bottles are allowed. Lunches and snacks can be kept in an area in the gift shop while your group is visiting Flandrau. There is a lawn with shady trees in front of the building, which you are invited to use while your group eats.

Gift Shop:

We have a gift shop available for purchases. If you do not want your group to make purchases in the gift shop, please let us know during check in. We allow 10 children accompanied by 1 adult in the gift shop at a time. Please help your group adhere to this rule.

Thank you for booking your group visit at Flandrau. We look forward to hosting your group!