

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 four 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.

Check in:

We ask groups to arrive 10-15 minutes early to check in and receive a brief orientation. Due to limited space in the lobby, we appreciate your help with keeping your group outside during check in to avoid congestion.

Please have only one person enter Flandrau to check in. Be prepared to provide a final count of participants, staff and chaperones.

Please notify our staff during check in if:

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

If your group is scheduled for multiple experiences, we appreciate your flexibility with the order in which they will occur. For example, if you are scheduled for a visit from 10:00-12:00 you may visit exhibits during the first hour and then see a show during the second hour or vice versa.

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:** If your group is delayed on the day of your visit, please call **520-621-7827**. We will do our best to accommodate late arrivals, however it may result in missing planned experiences.

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. Please communicate these expectations with your chaperones to ensure the best experience for your group's visit.

Expectations:

- 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.
- Students must be accompanied by a chaperone/adult at all times while in Flandrau.
- We want every guest to be able to enjoy their visit to Flandrau. Groups should be considerate of other visitors and handle exhibits with care.

Failure to adequately supervise the group may result in your group being asked to leave and no refunds will be given.

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**. 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. Be prepared to provide a final count of participants, staff and chaperones at 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.

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. 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.

Science Store:

We have a science store available for purchases. If you do not want your group to make purchases in the science store, please let us know during check in. We allow small groups of children with a chaperone to visit the store 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!