



Thank you for visiting the Aquarium of the Bay, at Pier 39. We offer intriguing and unforgettable encounters with our natural world in ways that ignite both wonder and conservation. Our facility, located at the water's edge, boasts 300 feet of clear tunnels and 20,000 local marine animals waiting for you.

## **Group Policies and Procedures**

### **Group Bookings**

- To qualify for a group, the party must be 10 paying guests or more
- All booking must be made by completing and submitting the appropriate Group Booking Form on our website.
- Bookings must be made at least one (1) week prior to your visit in order to be eligible for group rates.
- A 20% deposit is needed at least three (3) business days after receipt of invoice.
- Final numbers and payment are needed at least three (3) business days before your date of visit.
- To help accommodate public access as well as groups, group size is limited to 30 guests per every 15 minutes. If your group is larger than 30, we'll need to split the group.

### **Booking Confirmations**

- Once you have completed and submitted the appropriate Group Booking Form on our website, you will receive an email within three (3) business days. **THIS IS NOT YOUR CONFIRMATION.**
- This e-mail will contain you Invoice, and Group Behavior Agreement.
- **You will not receive a confirmation without placing a 20% deposit three (3) business days after receipt of invoice, or full prepayment three (3) business days prior to your visit, whichever comes first.**
- Please print a physical copy of your confirmation and Behavior Agreement, and bring it with you on the day of your visit.

### **Payment**

- Full prepayment is required at the time of booking or three (3) business days prior to your visit, whichever comes first. The Aquarium accepts major credit cards and checks made out to the "Aquarium of the Bay."
- Additions to the group on the day of the visit may need to pay the retail price at the Guest Services Desk.
- If you have booked any combination packages, your credit card number is required to hold your reservation.

### **Parking/Arrivals:**

- Parking is available at the Pier 39 parking garage.
- Buses may only pick-up and drop-off at the Pier 39 passenger and taxi loading zone. Bus parking is available for twenty minutes at:
  - The west side of Mason Street south of Beach Street.
  - The east and west sides of Hyde Street between Jefferson and Beach Street.
  - The east side of Columbus Avenue north of North Point Street.
  - The north side of Bay Street between Taylor and Jones Streets except between 4 – 6pm, Monday – Friday.
- Groups must check in at the Aquarium's Guest Services Desk, located in the Main Lobby of the Aquarium. The desk is at the top of the staircase inside the Aquarium Main Entrance.

No other promotions or discounts may be applied to a group booking. Terms and conditions are subject to change without notice. By making a group booking, you are acknowledging and agreeing to these terms and conditions.



- Please arrive for your Aquarium visit at least fifteen (15) minutes early. Adjustments to your schedule may not be possible on the day of your visit due to the schedules of other groups.
- If your group is running late on the day of your visit, please call our Visitor Services Desk (415-623-5333) to let us know.
- If your group arrives more than fifteen minutes late, you may have to wait until all other scheduled groups have been admitted and there is an opening. Please be respectful of our staff's efforts to admit your group as soon as possible.

#### **Changes and Cancellations**

- Changes to your order must be made at least three (3) business days prior to your visit.
- You must contact our Group Sales Coordinator (415-623-5313) to make any changes to your order. Be sure to have your order number ready. (Your order number can be found at the top of your confirmation.)
- Groups are able to change their date of visit once within the same calendar year.
- Refunds on unused general or tour admission tickets are not available.
- Cancellations made less than 72 hours prior to your date of visit will forfeit their deposit.

### **Frequently Asked Questions:**

#### **How long does it take to go through the Aquarium?**

It takes about an hour to explore the aquarium on your own. Naturalist led tours and specialty tours last about an hour.

#### **Does the aquarium offer guided tours?**

Unfortunately we do not offer Naturalist led tours though the Aquarium, however, guided Behind the Scenes and Shark Feeding tours are available for an additional cost. For the Behind the Scenes tours we cap the tours at 8 people and the Shark Feeding tours, 5 people. These tours need to be booked at least three (3) weeks in advance to ensure proper staffing. Requests received within those three (3) weeks will not be honored.

#### **Does the aquarium accommodate disable visitors?**

We do. Aquarium of the Bay is a fully ADA compliant building. The Aquarium has elevators that connect the different levels of the property. We also offer complementary wheelchairs at the Visitor Services Desk.

#### **Is there a restaurant where our group can eat lunch?**

The Aquarium does not have its own café, but offers group lunch packages with many restaurants at Pier 39. Please contact Group Sales for more information.

### **Contact Info:**

Brian Jay – 415.623.5313 – [Brianj@bay.org](mailto:Brianj@bay.org)  
Guest Service Desk – 415.623.5333

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