



## **Group Booking Terms and Conditions**

### **Group Bookings**

- All booking must be made by completing and submitting the appropriate Group Booking Form on our website.
- Bookings must be made at least three business days prior to your visit in order to be eligible for group rates.

### **Booking Confirmations**

- Once you have completed and submitted the appropriate Group Booking Form on our website, you will receive a confirmation email within three business days.
- Please print your confirmation and bring it with you on the day of your visit.

### **Payment**

- Your remaining balance must be paid before your Aquarium visit.
- You may pay in advance with a credit card or check, or you may pay with a credit card, check or cash when you check in at the Aquarium on the day of your visit.
- If you have booked any combination packages, your credit card number is required to hold your reservation. You will be contacted directly for this information. (The credit card will not be charged unless there are changes or cancellations to your order that are not made at least three business days prior to your visit.)

### **Arrivals**

- Groups must check in at the Aquarium's Plaza Booth, located at the base of the front staircase.
- Please arrive for your Aquarium visit at least ten minutes early. Adjustments to your schedule will 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 business days prior to your visit.
- You must contact our Visitor Services Desk (415-623-5333) 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.)

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.