



Thank you for choosing to visit Miami Seaquarium® with your school group! Please read, share, and comply with the following guidelines to help your group have an enjoyable and educational visit!

RESERVATIONS:

- Please notify the Reservations Department IMMEDIATELY at 305-361-5705, ext.284 if you need to adjust your group numbers, cancel, or reschedule your visit.
- Miami Seaquarium® is open rain or shine! Groups that wish to cancel their reservation due to inclement weather should notify the Reservations Department on the morning of their scheduled visit.
- Groups that are apprehensive about coming to the park on extremely busy days are encouraged to reschedule their visit with the Reservations Department.

ARRIVAL & CHECK-IN:

- Miami Seaquarium® opens daily at 9:30am!
- To make the most of your visit, we recommend that you arrive between 9:30-11:00am. Groups that arrive after 11:00am are subject to increased rates for students and chaperones.
- All buses should enter through the commercial bus entrance and proceed to drop-off area(s).
- All teachers, chaperones, and students must REMAIN on the bus until you are greeted by one of our park educators and given further instructions.
- When instructed, students and chaperones should unload and form two separate lines to help the Admissions Department get an accurate head count for each group.
- Chaperones will be provided with maps and schedules to help guide their groups around the park.
- Groups with scheduled presentations and interactions should see an educator for specific instructions.

PAYMENT:

- Upon arrival, the head chaperone must IMMEDIATELY check-in with the Admissions Department to confirm group counts and to prepare payment.
- The Admissions Department requires that ONE transaction is done for each group.
- The head chaperone is responsible for collecting payment from any chaperones or students that do not arrive with the group in order to make one final payment.
- Please understand that groups will NOT be permitted to enter the park until payment for the entire group has been received.

LUNCH:

- Groups that choose to bring their own lunches should pack them in coolers or boxes so that the wild birds in the park can not disturb them.
- We recommend that all lunches are labeled with the group's name to avoid confusion with others.
- During check-in, groups are expected to unload and carry in all lunches into the park. Please understand that Miami Seaquarium® does NOT provide staff or carts to assist you.
- Directions will be provided to picnic areas that are available for groups to store and eat their lunches.
- Please understand that our picnic areas are available on a first-come, first-serve basis. Miami Seaquarium® does not guarantee or reserve tables for groups.
- Use of picnic areas is at your own risk! Miami Seaquarium® is not responsible for lost or stolen items.
- To prevent potential injury to our animals, please properly dispose of all trash while in the park.

OTHER:

- We discourage groups from bringing balloons and items with straws or clear plastic packaging into the park, which could be ingested and cause injury to our animals.
- For the safety of all of our guests, we ask that chaperones and students do NOT feed any of the wild animals (birds, iguanas, raccoons, cats, etc.), which may become aggressive when food is present.
- We suggest that students wear nametags that identify their group in case they become separated.
- It is essential that chaperones remain with their students of all grade levels (pre-k through high school)!

MIAMI SEAQUARIUM® HAS THE RIGHT TO ASK ANY GROUPS THAT DO NOT COMPLY WITH THE ABOVE GUIDELINES TO LEAVE THE PARK WITHOUT RECEIVING ANY REFUNDS!