



Discovery World Admission Fees

School Group Admission Rates

- \$7/Student
- \$8/Chaperone
- For every 10 students, Discovery World requires 1 chaperone. All chaperones within the 1:10 adult to student ratio are free. *Example: A school with 78 students and 9 adults would get 8 adults free and 1 adult would pay \$7.*

A minimum of 10 people is required to receive the group rate. Reservations must be made at least three weeks in advance. Rates valid for visits during the academic school year. Additional fees will apply if additional programming is desired.

Field Trip Contact Information

reservations@discoveryworld.org

414.765.8625

Office Hours: M-F, 8am-4pm

<https://www.discoveryworld.org/learning/field-trips/>

To make a reservation, please provide:

- Total amount of students per grade level attending
- Amount of adults attending
- Desired Arrival Time
- Desired Departure Time
- Name of School
- Address of School
- Contact Email and Phone Number
- Activity Choices (as in theatrical shows or educational labs)
- Range of preferred dates

Discovery World Policies & Procedures

Please read through this document thoroughly and carefully. Make a copy available to each of the adult chaperones attending your field trip.

RESERVATIONS POLICIES

Your full payment, final headcount, and signed contract must be returned to Discovery World at least two weeks prior to your arrival date. Your reservation may be canceled if these items are not submitted by this due date.

Should your number of attendees change prior to or on your deadline date, please call the Reservations Department at (414) 765-8625 or email reservations@discoveryworld.org and an updated invoice/contract will be sent. All changes to diminish your headcount must be made by the two week deadline date. Changes to lower your headcount **WILL NOT** be made or accepted after this deadline date and you will owe for the headcount we have listed at that time.





Additions to your headcount will only be made if space is available. Please let us know, in advance, if you have any extra attendees so we can ensure availability in any programs/activities you have scheduled and so we do not surpass any building or space capacities. If we allow the addition of attendees to your visit, payment for those additional attendees must be submitted prior to your visit date.

Your group must make an advance reservation in order to receive any group pricing, to view shows or movies in the theaters, and/or to participate in any other programming. Please contact the Reservations Department at least three weeks prior to your desired trip date, if not sooner, if you wish to book any additional programming. All additional programming is subject to availability and comes at an additional cost.

Discovery World Memberships are not applicable toward Group Reservations. The group rate is not valid with any other membership, discount, or promotion.

ARRIVAL

Timely arrivals are **ESSENTIAL!** Please allow enough travel time to account for weather, traffic, road conditions, etc.

If your group is going to be late on the day of your visit, please contact the Reservations Department at (414) 765-8625 as soon as possible. Late arrivals may result in the cancellation of museum activities (including any labs, shows, movies, and/or tours) **without refund** regardless to the reason behind the tardiness, even issues with busing. No refunds or credits will be given for missed programming and programming cannot be held or pushed back for groups that arrive late.

Upon arrival, the first question you will be asked is the **ACTUAL** count of how many total students and total adults you have in your group. This is the total amount present at that moment, **NOT** the amount that you submitted to the Reservations Department or have paid for. Having this information will get your group off on the right foot! It is a safety requirement that we know the exact number of people in our building on a particular day, so your orientation and field trip cannot begin until we have those numbers. Please come prepared with this exact count ready to relay to our staff.

BUS DROP-OFF & PARKING INFO

Starting in September of 2017, construction will be taking place to our building. Thus, if you are arriving by bus, buses will need to drop off your group at the **Main Entrance** doors. From there, a Guest Services Manager or other Staff Member will be waiting to welcome you, get your actual headcount, make sure all payments are in, give your group a brief, 15 minute orientation, and distribute admission wristbands.

Discovery World does not have bus parking available on-site. Thus, please relay to your bus drivers that they cannot park in our drives or lots. The closest bus parking is available in the Veterans Park parking lot, located about a 10-15 minute walk from our building.

GROUP & ADULT CHAPERONE RESPONSIBILITIES

Groups must have at least one (1) adult chaperone for every ten (10) students/children attending. Failure to meet the required number of adults the day of your trip will result in a **\$19.00** charge for each missing chaperone, **PLUS** any programming fees that may apply. These adult chaperones must stay with their students/children at all times and enforce our rules and policies at all times. Students must also stay with their adult chaperones at all times. **Adult chaperones are solely responsible for the behavior and discipline of their students.** Please make sure all chaperones are aware of their responsibilities.





Discovery World reserves the right to expel any person or group behaving in a manner we deem unfit. In said cases, that person or group will be asked to leave the building immediately and they will not receive any refunds or credits. Persons or groups that are asked to leave may also jeopardize their chances to reserve or attend future visits to Discovery World.

STUDENT/CHILDREN CONDUCT

Upon arrival, the Guest Services Team Leader will brief your group on our rules of conduct. However, we require that you also share these rules with your students/children and adult chaperones prior to your visit.

- No running, shouting, or horseplay.
- Students/children must stay with adult chaperones at all times. Adult chaperones must stay with their students/children at all times.
- No food, gum, or beverages are allowed on exhibit floors, labs, theaters, etc.
- Respect other groups and individuals in the museum.
- Discovery World is a hands-on, self-guided museum. Exhibits are “user-friendly,” but they can be damaged. Therefore, exercise care in their use and respect museum property.
- Everyone (both students/children AND adults) need a wristband to enter exhibit floors.
- We reserve the right to expel any person or group behaving in a manner we deem unfit.

These rules are to keep everyone safe and to allow maximum enjoyment of our programs and facilities for your group, other groups in attendance, our Members, and the general public.

During your orientation, a Guest Services Manager or Team Leader will also disperse wristbands, exhibit floor maps, as well as briefly review your group’s schedule. Please make sure your adult chaperones are aware of your group’s scheduled events and activities prior to your trip date.

SPECIAL NEEDS OR ACCOMMODATIONS

If you have any attendees that use a wheelchair or require any special accommodations, considerations, or have any special needs we should be aware of, please let us know **in advance**. This is especially important so that our staff can provide the best experience possible for programming and so that we can seat individuals appropriately.

ASSIGNING GROUPS

Please assign your students to your adult chaperones **BEFORE** your arrival at Discovery World and separate groups for programming as indicated in your confirmation materials. Materials and space are only prepared or available for the amount of attendees listed on your confirmation. **Please respect this number and split your group up as we have specified in your confirmation materials.** Please inform your adult chaperones of group splits and make sure each one knows their group’s schedule for the day. Schedules within the same school/organization may differ depending on programs requested or lunch times available.

LUNCHES

All groups must bring their own food as individual/bag lunches contained in boxes or other suitable containers labeled with your group name. (Other suitable containers include coolers, laundry baskets, plastic storage totes, etc.) Due to programming, other scheduling issues, or lunch space capacities, groups may be divided into different lunch times and/or lunch locations. Thus, we highly suggest groups separate their lunches into containers based on lunch times and locations and labeled with those times and locations.






When groups arrive, lunches will be collected and stored for your group. Your lunchtime begins exactly when it is stated on your schedule. Your lunch time is limited to 30 minutes and must take place in the location in which you are assigned. **There will be no exceptions.** We book lunch times back-to-back, so you may not arrive early or stay beyond your assigned 30 minute scheduled lunch time frame. Groups that arrive late to their lunch time may not make up lost time by staying later. Please remember that within your 30-minute window, your entire group must also clean up after themselves and wipe down the tables for the next group's lunch session.



EDUCATIONAL PROGRAMMING (LABS, TOURS, ETC.)

If your group has scheduled and reserved a lab or educational program, please follow your confirmation materials as to how many individuals are included, especially if your group is broken out into smaller group sizes. Materials are only prepared for the amount of attendees listed on your confirmation per activity. **Please respect this number and split your group up as we have specified in your confirmation materials.** All of your attendees need to be separated into groups **BEFORE** arriving at Discovery World. All adult chaperones must be told their group's schedule for the day.

Your confirmation materials will also indicate the timing and meeting location for any educational programming your group has scheduled. Please gather your group in your assigned meeting place at least 10 minutes prior to your program's scheduled start time. From the meeting place, a Discovery World Educator or Staff Member will collect your group from the meeting place assigned and bring your group to their scheduled activity. Depending on the program, the meeting place will differ as such:

PROGRAM	MEETING PLACE
Educational Labs*	 2 nd Floor Technology Building OR 2 nd Floor Aquatarium Building
Aquatarium Adventures (Reiman Aquarium, Great Lakes Future, or Invasive Species)	Wave Tank on Promenade
CSI Expedition	Line up outside of the Digital Theater
Les Paul Story Tour	2 nd Floor Technology Building
S/V Denis Sullivan Programming (Deck Tours, Dockside Discovery, Lake Watch Expedition)	Rotary Amphitheater

***For Educational Labs:**

- If your meeting place is listed as 2nd Floor Technology Building, please have your group lined up near the signage marked with the  icon located on the column next to the "Physics & You" exhibit. From there, an Educator will collect your group and escort them to their lab room.
- If your meeting place is listed as 2nd Floor Aquatarium Building, please have your group lined up near the signage marked with the  icon located on the column/pole in front of the replica "Challenge" ship. From there, an Educator will collect your group and escort them to their lab room.





MOVIES, THEATER SHOWS, & PRESENTATIONS

If your group has scheduled and reserved a movie, theater show, and/or a presentation, please arrive at least 10 minutes prior to your scheduled start time. All of these programs will be shown in our Digital Theater, which is on the 1st Floor of the Aquatarium Building near our Great Lakes Future exhibit. We ask that your group form a single file line near the theater and refrain from blocking the theater entrance doors. **Theater doors lock after a show begins allowing no disruptions, so please arrive early. Late arrivals will not be let into the theater and will receive no refunds or credits.**

COATS & BACKPACKS

Coats will be collected upon arrival at Discovery World by a Guest Services Manager or Team Leader and stored in a non-public area. You will only get a set amount of bins for coats. Do not expect to be able to split your coats up between classes or groups. If it's important to you to do so, we suggest bringing labeled garbage bags that chaperones can collect coats in before they are placed in the bins.

Student/children backpacks are **NOT** allowed on the exhibit floors. If possible, do not allow students/children to bring backpacks on your field trip. Any student/child who does bring a backpack will be required to store it with their group's coats and they will be locked away until departure. Adult chaperone backpacks are permitted, but please remember no food or drinks are allowed on the exhibit floors.

Discovery World assumes no liability for lost, stolen, or damaged items. Please advise all students and adult chaperones to leave valuable items at home.

RESTROOMS

There are public restrooms located in the following places:

- Promenade, Floor 1
- Technology Building, Floor 2
- Aquatarium Building, Aquarium Lower Level (Family Restroom)
- Aquatarium Building, Floor 2

We ask that an adult chaperone be posted outside the door while their group is using the restrooms. This helps maintain order, safety, and a clean restroom for other visitors. We discourage unsupervised visits to the restroom by individual students/children.

ELEVATORS AND STAIRWELLS

The elevator is primarily for individuals and families, the handicapped, elderly, and the staff. Please use stairs to move between exhibit floors. If you need to use the elevators, please remind your students/children to not to jump in the elevator. The weight will cause the elevator to become jammed for up to 15 minutes or more, and you will not be compensated for any missed activities. Additionally, you will be invoiced for the service/maintenance fee that occurs from our contractor to have the elevator fixed.

GIFT SHOP (THE LEARNING SHOP AT DISCOVERY WORLD)

A maximum of ten students are allowed in the gift shop at any one time. As throughout the rest of Discovery World, adult chaperones must stay with their students/children while in the gift shop and be actively involved in their supervision. If another group is already inside, you may be asked to wait. Unattended minors will be asked to leave. Groups will be held responsible for any missing or damaged items. Please contact the gift shop at (414) 765-8770 for further information or specific questions regarding inventory.





PILOT HOUSE

The Pilot House is an event space and does not include any exhibits. If you would like to view the Pilot House, please ask a Guest Services Manager regarding the schedule of the space and to accompany your group. If an event is taking place in this location, it may be blocked off and unable to view or visit and the elevator and/or stairwell access will be blocked.

If you have any further questions regarding your upcoming trip, please contact your Reservationist or contact the Reservations Department at (414) 765-8625 or email reservations@discoveryworld.org. Thank you for your reservation and for reviewing our procedures and policies in their entirety! We hope you enjoy your visit!

