



Monterey Bay Aquarium®



Special Access Group Tour Planning Guide

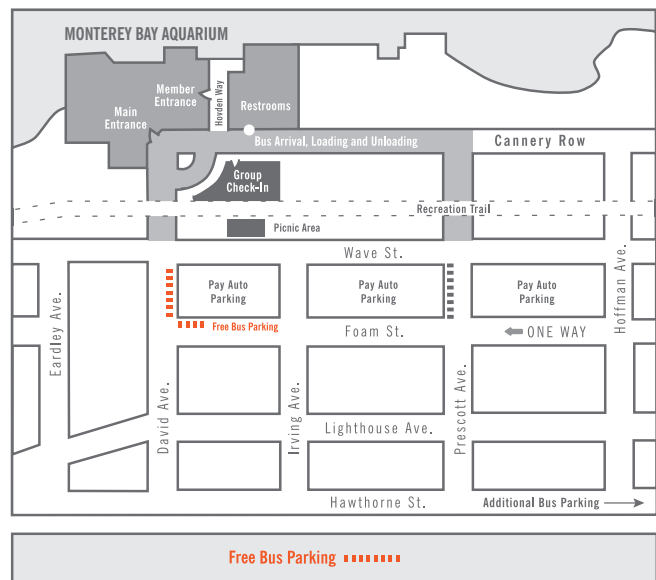
Thank you for joining us for a Special Access Group Tour at the Monterey Bay Aquarium. Here's what you need to know to prepare for your tour.

Parking

- You may drop off passengers in the bus turnaround.
- Most street parking near the Aquarium is metered and enforced until 8 p.m. every day.
- There are several parking lots within walking distance to the Aquarium regulated by the City of Monterey. 831.646.3953
- Free bus parking is available on David Avenue, Foam Street and Prescott Avenue.

Group Arrival Information

- To ensure an efficient check-in experience, please call our Arrival Notification Hotline at 831.647.2350 ten minutes prior to your arrival. Late arrival is difficult to accommodate, so please make every effort to arrive at the time indicated on your confirmation. If you must arrive later than your scheduled time, please call 831.647.2350. **Be aware that the length of your tour may be impacted.**
- Please check in at our Group Reception office across the street from the Main Entrance. Please ensure your **entire party** is present before checking in.



- Once you are checked in, an Aquarium team member will escort your group to the Membership and Tours Desk inside the Aquarium.

Monterey Bay Aquarium

Tour Information

- Tours begin promptly at their scheduled time.
- If you have individual Aquarium tickets, meet at the Membership and Tours Desk inside the Main Entrance at least ten minutes prior to your tour's start time.
- **A group arriving more than 15 minutes late will forfeit their tour with no refund.**
- The entire group must be present for the tour to begin.
- Tours are ADA-accessible, and there are elevators throughout the Aquarium for your convenience. Please call the Sales & Reservation Center at 831.647.6886 regarding any mobility issues so we can better prepare for your group.
- Tours are for ages six and up.
- Strollers are not allowed on tours, and children must be under the supervision of an adult at all times.
- Tour participants receive a private-access badge and lanyard to wear throughout their visit.
- Badges provide tour participants a 20 percent discount in our Bookstore on the day of your tour.
- If the number of guests in your party changes, please call the Sales & Reservation Center at 831.647.6886 as soon as possible. Additional fees may apply. **Increases that require an additional guide are subject to availability.**

Food and Drinks

- Outside food and drinks are prohibited on Aquarium property.
- You may enjoy lunch in our full-service restaurant or our adjoining casual cafe. Lunch vouchers for the Cafe may be pre-ordered by calling our Sales & Reservation Center at (831) 647-6886. **Minimum one week notice required.**

Safety

- Floors behind the scenes may be wet, so please wear nonslip, closed-toe shoes.
- Leaving during the tour is strongly discouraged. If you must leave the tour, please inform your tour guide immediately.
- Our security officers are first aid/CPR-certified and on site at all times.
- No weapons of any kind are allowed on Aquarium property.
- No drug use is allowed on Aquarium property.
- Smoking (including electronic cigarettes) is prohibited on Aquarium property.
- Please turn off your camera's flash.
- Please silence cell phones during your tour.
- The Aquarium is not responsible for lost, damaged or stolen items.