

## GROUP VISIT POLICIES & AGREEMENT

Please read thoroughly and carefully. Policies subject to change. Sign and return page 2.

For questions or assistance, please contact the Reservations Department at [reservations@discoveryworld.org](mailto:reservations@discoveryworld.org) or 414-765-8625.

### Cancellations, Reschedules, & Changes

Any request to make changes, reschedule, or cancel your group visit must be made by your indicated due date. Requests made after the indicated due date will not be accepted, nor will any refunds or credits be given.

Cancellations due to school/organization weather closures will not be penalized. Please contact the Reservations Department as soon as possible with notice of the weather closure and we will discuss rescheduling possibilities.

### Late Arrival Policy

Ensure a timely arrival at Discovery World by allowing extra time for weather, traffic, road conditions, etc. Late arrivals, regardless of reason (even issues with busing), may result in the cancellation of museum activities or scheduled programs without refund or credit. If your group will arrive later than scheduled, please contact the Reservations Department as soon as possible.

Once you're here, please report to scheduled meeting places per the timing on your schedule(s). Program times and lunch periods are firm and cannot be held or pushed back for tardiness. Late arrivals may result in the cancellation of programs without refund or credit.

### Backpacks

While adult chaperone backpacks are permitted on the exhibit floors, student/child backpacks are not. Any student/child who brings a backpack will be required to store it in our locked storage room until departure.

Discovery World assumes no liability for lost, stolen, or damaged items. Please advise all group members to leave valuable items at home.

### Allergens & Special Accommodations

An inherent risk of exposure to allergens exists in any public place where people are present. By visiting Discovery World, you voluntarily assume all risks related to exposure of allergens.

Discovery World has accessible elevators and an all-gender companion-assisted family restroom available with an adult weight lift table and height-adjusting sink. Please alert or update us if you have any group members that require

special accommodation, have special needs, or have severe allergies we should be aware of.

### Rules of Conduct

Please share the following rules with ALL group members regardless of age. These rules are to ensure everyone's safety and allow an enjoyable experience for everyone in our building.

- No running, shouting, or horseplay.
- Respect other groups and individuals in the museum.
- Students/children must stay with adult chaperones at all times. Adult chaperones must stay with their students/children at all times. (Unchaperoned minors will be unable to explore without proper supervision.)
- No food or drinks are allowed on exhibit floors, labs, theaters, etc.
- Exhibits are "user-friendly", but they can be damaged. Exercise care in their use and respect museum property.
- ALL group members must wear a wristband for the duration of their visit to enter exhibit floors.

Discovery World reserves the right to expel any person or group behaving in a manner deemed unfit, without refund, jeopardizing their chances of any future visits.

### Adult Chaperone Responsibilities

Groups must have at least one (1) adult chaperone for every ten (10) students/children in attendance. Failure to meet this requirement will result in a \$25 charge for each missing adult and jeopardizes any future visits.

To ensure a quality visit for everyone, all adult chaperones are required to provide the following support by:

- Enforcing all our rules and policies.
- Being solely responsible for the behavior, well-being, and discipline of your assigned students/children.
- Staying with your assigned students/children at all times and making sure they stay with you.
- Actively supervising students/children in ALL parts of the museum (program rooms, lunchroom, exhibits, etc.)
- Being responsible for knowing your group schedule and getting the group to program(s) and/or their lunch period on time.

It is the main contact's obligation to make sure all adult chaperones are aware of their responsibilities while at Discovery World.



### Lunch

Pre-booking is required. Lunch periods are pre-assigned and may be shared with other booked groups. Lunch periods are 25-minutes long and scheduled on the half-hour. Groups may be split into multiple lunch periods if needed.

Groups must bring their own packed lunches. No catering, microwave use, or refrigeration is available.

An inherent risk of exposure to allergens exists in any public place where people are present, including our shared lunchroom.

It is a courtesy for us to store lunches and provide a free lunch space for groups. To remain so, we require assistance from each group by doing the following:

- 1) Lunches must be packed and grouped in larger containers labeled with your group name.
  - o Suitable containers include boxes, coolers, baskets, storage totes, etc. No containers will be provided by Discovery World.
  - o We suggest dividing lunches up by each assigned lunch period, if applicable.
- 2) All groups must clean their lunch areas before the end of their scheduled lunch period.

Groups that fail to comply with either of the above requirements will be invoiced a \$50 service fee.

### Elevators

We ask that groups please use stairs to move between exhibit floors as much as possible. If elevator usage is needed, please remind group members to not jump in them as they may become jammed for an extended period. Any group that causes the elevator to be jammed will be (a) invoiced for any service/maintenance fees that result from our elevator contractor to have it fixed and (b) will not be compensated for any missed programs that result.

### Gift Shop

The Gift Shop offers merchandise for purchase. As in the rest of the building, adult chaperones must stay with their assigned students/children and be actively involved in their supervision. Unattended minors will be asked to leave. If the Gift Shop is at capacity, groups may be asked to wait. Groups will be held responsible for any missing or damaged items.

### Restrooms

To maintain order, safety, and cleanliness, we ask that an adult chaperone be posted outside restrooms while in use by their group. We strongly discourage unsupervised visits to the restroom by unattended minors.

## GROUP VISIT SIGNED AGREEMENT

**When you have read and understood all items therein, please sign the fillable agreement below.**

Return your signed agreement by your indicated due date via email, fax, or mail.

I, the undersigned, acknowledge that I have read thoroughly through all Discovery World group visit materials, which describe important information, policies, procedures, deadlines, and requirements pertaining to all group visits or programs. I understand and agree to abide by all the policies outlined.

<b>MAIN CONTACT FULL NAME (PRINT):</b>	
<b>MAIN CONTACT TITLE/POSITION:</b>	
<b>MAIN CONTACT SIGNATURE OR ELECTRONIC SIGNATURE*:</b>	
	<small>*If you sign electronically, you agree and understand that the electronic signature provided is the legal equivalent of your manual/handwritten signature and you consent to this agreement and its terms and conditions.</small>
<b>TODAY'S DATE:</b>	
<b>VISIT DATE:</b>	
<b>GROUP NAME:</b>	
<b>ORDER #:</b>	

<b>EMAIL TO:</b> <a href="mailto:reservations@discoveryworld.org">reservations@discoveryworld.org</a>	<b>FAX TO:</b> 414-765-0311 Attn: Reservations	<b>MAIL TO:</b> Discovery World, Attn: Reservations 500 N Harbor Dr, Milwaukee, WI 53202
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