



# MYSTIC AQUARIUM

## School and Youth Group Visit Check List

### Before You Book

- 🐟 Review our [Pricing and Group Information](#) on our website.
- 🐟 If you would like to add an educational program during your visit, please review our [Classroom Program Topics](#).
- 🐟 Check out our [Jurassic Giants](#) add on! Your group can see our Jurassic Giants, Frogs and Amphibians and gets entry to our 4D Theaters!

### Book Your Group Visit

- 🐟 Fill out our [Group Visit/Education Program Request Form](#) and someone will contact you to set up your visit and/or program. If you have any questions, please call our Education Department at 860-572-5955 ext. 431 or email [educationinfo@mysticaquarium.org](mailto:educationinfo@mysticaquarium.org).
- 🐟 Contact us if you are interested in purchasing boxed lunches from our Saltwater Café.

### Two Weeks Before Your Visit

- 🐟 Submit your payment for education programs booked. Group visits only require payment at least 48 hours before the date of the visit. Once payment has been made your tickets will be emailed to you.
- 🐟 Go over our Group Guidelines with your chaperones and group. Have the group visit organizer/chaperone leader sign the Commitment Contract and email a copy to [educationinfo@mysticaquarium.org](mailto:educationinfo@mysticaquarium.org).
- 🐟 Please review our current [COVID Guidelines and Procedures](#) with your chaperones and group.

### One Week Before Your Visit

- 🐟 Consider your lunch options and review our policies on outside food and picnic areas.
- 🐟 Submit your boxed lunch order form if you will be buying lunches through our Saltwater Café.
- 🐟 Give final numbers of youth and adults that will be visiting, if you have not already done so.

### 48 Hours Before Your Visit

- 🐟 Submit payment for your group tickets if you have not done so already.
- 🐟 Review our group guidelines and the Aquarium map.

### Items to Bring with You on Your Visit

- 🐟 Group tickets (either printed or digitally).
- 🐟 Confirmation with instructions on where to meet your instructor if you are doing an education program.
- 🐟 Group Guidelines and Aquarium map (either printed or digitally).

### Check In/ Arrival at the Aquarium

- 🐟 All tickets must be pre-purchased and available for scanning on mobile devices or printed.
- 🐟 If you have an education program right when you arrive then please meet your instructor at the entrance to the Milne Ocean and Science Conservation Center and they will check you in there.
- 🐟 If you have an education program later during your visit or don't have an education program booked, please bring your group to the Main Entrance of the Aquarium to be checked in.

- 🐟 Make sure to receive your chaperone stickers and that all chaperones wear them while visiting the Aquarium.
- 🐟 Fill out your reference section on our Chaperone Aquarium Map and make sure all your students know who their designated chaperone is.
- 🐟 Please call 860-572-5955 ext. 431 if you are having trouble finding your check in location or are running behind.

## Group Guidelines

**Adults – The children in your care, AND their behavior, are your responsibility so PLEASE....**

- 🐟 Adults are required to **keep all minors under 18 in your group with you, within your view at all times.** This includes upon entry and **while shopping in the Aquarium store.**
- 🐟 Do not bring in **outside food, gum or straws, as they are prohibited** for the safety of our animals.
- 🐟 Ensure everyone follows exhibit rules and safety - we ask that all guests refrain from running, climbing on rocks, or leaning over exhibit railings.
- 🐟 Do not tap on exhibit windows or suspending objects over open exhibit areas. **If something is accidentally dropped into an exhibit, please inform an Aquarium staff member immediately.**
- 🐟 Encourage your children to be considerate of other guests. Yelling, fighting, offensive language or unsafe actions must be contained immediately.
- 🐟 Mystic Aquarium is a **tobacco- and vape-free environment.**
- 🐟 **First Aid:** In case of injury, please notify an Aquarium staff member immediately.
- 🐟 **Lost Children:** **Please designate a meeting place in case of separation.** Notify an Aquarium staff member of any lost child immediately.

### Lunch Facilities:

- 🐟 **All MINORS MUST be accompanied by an adult if purchasing food in the café.** Average cost for a value meal in the cafe is about \$10 plus tax.
- 🐟 No outside food is allowed in the Aquarium at any point. Mystic Aquarium does **NOT have a lunch storage facility or area.**
- 🐟 **Outdoor picnic facilities located in front of the Milne Ocean and Science Conservation Center are available on a first come, first-served basis** for use prior to entry or after your visit.
- 🐟 **The Saltwater Café** tables inside the Aquarium are reserved for café patrons only.

## Helpful Hints

The Aquarium has both indoor and outdoor exhibits and is self-guided. Plenty of helpful interpreters will provide information about the animals and exhibits. **An Aquarium map can be found on our website on the "Visit" page.**

We recommend you **take a picture of the kiosk screens upon entering, as animal feeding times and show times change weekly.**

Some animals are available to touch and investigate in designated areas, such as Ray Encounters in the tent upon entrance, and Shark Encounters, Touch of the Tropics and Discovering Long Island Sound invertebrates, (all in the Main Gallery.) **Note that there are times when these encounters need to be closed, so the animals can rest.**

**Please remember to follow all group guidelines while your group visits the Mystic Aquarium and enjoy your visit!**