



## Mystic Aquarium Multi-Group Overnight Information

Thank you for inquiring about our Multi-Group Overnight Experience at Mystic Aquarium. Below is additional information on the program but please feel free to reach out to us at [educationinfo@mysticaquarium.org](mailto:educationinfo@mysticaquarium.org) or 860-572-5955 ext. 431 at any time with questions.

### **MAKING A RESERVATION, PAYMENT, and MINIMUM NUMBER OF ATTENDEES:**

The fee for this event \$ 115.00 per person. Your group will purchase the number of spaces they need with a maximum of 75 people for the event night.

There is a minimum number of 50 participants for the overnight that must be met at least 3 weeks before the event date for it to run. In the event the overnight must be cancelled due to low numbers, the organizer will be contacted.

To book your event, please visit us online at <https://www.mysticaquarium.org/learn/overnights/> or call 860-572-5955 ext. 431. We do require full payment at the time of booking your spaces. You will receive a confirmation within four days of your reservation with additional information for you and your guests.

### **CANCELLATION AND REFUND POLICY:**

There is a minimum number of 50 participants for the overnight that must be met at least 3 weeks before the event date for it to run. In the event the overnight must be cancelled due to low numbers, the organizer will be contacted.

In the event you have a participant who needs to cancel, please look for a replacement prior to cancelling. In the event we have a wait list and can fill the spot, a full refund will be provided.

100% Refund: Cancellation is made 45 days or more before the event date.

50% Refund: Cancellation is made 25 – 44 days before the event date.

No refund: Cancellation is made 24 days or less before the event date.

### **EVENING EDUCATIONAL PROGRAMS:**

Your evening program will include time to explore the main gallery, an outdoor tour, a private touch & learn, a class on Beluga whales and a class on penguins.

### **WHERE DO WE PARK AND WHAT IS THE COST**

Where you will be parking depends on the activity of the Aquarium that evening. For most events, your group will park in the main parking lot of the facility prior to the event at no cost. It is best if everyone parks together in the event of snow in the winter. Mystic Aquarium is a living museum and sometimes we do have to make changes to parking and entry locations to accommodate the need for the main floor by another group. Should this need arise, you will be notified via email and Becky will follow up with a phone call to be sure that you received the email. This does not affect the overnight, as our evening programming occurs at the Milne Center, our new education building.

### **AGES OF ATTENDEES AND CHAPERONE INFORMATION:**

Youth must be at least 5 years in age to participate in an overnight experience. Activities are designed for youth ages 5-12. Youth must have adult supervision with a minimum chaperone ratio of 1:5. Chaperones are responsible for the behavior of the youth attending the event. Chaperones must always remain with their group during the event.

### **GROUP ROSTER INFORMATION:**

The overnight organizer will submit a group roster of participants prior to the event to [bhirsh@mysticaquarium.org](mailto:bhirsh@mysticaquarium.org). This roster will include adults and youth. A template will be sent to you upon registration.



### ILLNESS INFORMATION:

Please be mindful of the health and safety of other guests and staff attending or working the event. Anyone with visible signs of illness will not be allowed to participate in the program. Please, if you or your youth do not feel well, stay home, and contact your organizer to find a substitute for the event. We know this is disappointing, but it is in the best interest of everyone involved.

### SAMPLE SCHEDULE: PLEASE NOTE THAT THE SCHEDULE OF YOUR EXPERIENCE MAY BE ALTERED AS NEEDED

#### EVENING

**6:45 PM** – Group arrives at the Aquarium main parking lot (**Eat dinner prior to arriving**).

**7:00 PM** – Group is screened and checked into the Aquarium. Staff will update roster as needed with substitutions.

**7:30 PM** – Opening meeting

**7:45 PM** – Educational programming including the outdoor tour. Each session lasts about 30 minutes.

**9:45 PM** – Main Floor Fun

**10:15 PM** – Wrap-up meeting – locate your sleeping area, get ready for bed

**10:45 PM** – Lights Out

#### Morning

**6:30 AM** – Rise and Shine. Pack all your belongings

**7:00 AM** – Move belongings to your car. You will then be escorted on a morning observation tour of the outdoor exhibits. This is a great photo opportunity for you.

**7:30 AM** – Breakfast is served after your morning tour. This allows us to space out our guests and reduce the wait time for breakfast. Breakfast may include bacon and eggs, home fries, cereal, muffins, Danish, milk, and juice. Morning coffee is provided with breakfast.

**8:15 AM** – Morning meeting. Participants receive a patch. Last look at the main floor

**8:30 AM** – Main Floor Cleared

**8:30 am** – Gift Shop Opens

### IMPORTANT THINGS TO KNOW BEFORE YOUR VISIT:

- Park in the main parking lot of the Aquarium, unless informed otherwise. It is best if everyone parks together in the event of snow in the winter. All parking at Mystic Aquarium is free.
- Have your group eat dinner prior to their arrival. We will provide a light evening snack between 7:00pm – 7:15pm and a continental breakfast in the morning.
- During your stay, guests will use the indoor public restrooms. Sorry – no shower facilities are available.
- Should an emergency occur, Mystic Aquarium Staff are well-practiced with the facility's medical and evacuation plan and procedures. Please follow their guidance.
- Groups must remove all belongings from the aquarium by 8:30am following the overnight for the facility to open to the public at 9:00am. Times are subject to change.
- Upon leaving at 8:30am, overnight members will receive a ticket that entitles them to a complimentary re-entry that day between 9:00 and 10:00. This is good only for the individuals who stay the night. It cannot be applied to another day or person.
- **You do NOT need to print out your tickets.** We already have your reservation and your names from the roster provided by the organizer.

### IN THE EVENT OF INCLEMENT WEATHER:

Call our Education Program Information Line at **(860) 572-5955 ext 218** for a recorded message regarding the status of your program. The message will include a brief explanation regarding the program. We understand that the weather varies throughout the region, so we make our ultimate decision based on the surrounding area forecast and the consideration for the safety of our guests who are traveling. If Mystic Aquarium should cancel your program, your program fee will be refunded in full. We apologize, as we are unable to offer an alternate date for a weather



cancellation. If you have any questions regarding this policy **prior to the day of the event**, please email Becky Hirsh at [bhirsh@mysticaquarium.org](mailto:bhirsh@mysticaquarium.org).

**IN THE EVENT OF A LATE ARRIVAL:**

Arriving late to the Aquarium? At 7:15pm doors to the facility are shut and locked. Once you arrive, please call our staff at **(860) 625-2104** and a staff member will be out as soon as possible to let you in.

**WHAT TO BRING TO YOUR MYSTIC AQUARIUM OVERNIGHT:**

**Please be sure to label your belongings. Items left behind will be kept for 3 days. The Mystic Aquarium is not responsible for lost items.**

Sleeping Bag and Pillow	Air mattress and pump/amp cot	Flashlight
Pajamas	Change of clothes	Outer clothing
Toiletries	Refillable Water Bottle	Medical equipment as needed. There is electricity available on the main floor.

**DO NOT BRING LIST:**

- We ask that no one bring their own food into the Aquarium. A light evening snack and continental breakfast will be provided. *Participants with specific food allergies or food requirements - please feel free to bring what you will need. We do have a fridge.*
- Do not bring video games or other electronics– we are not responsible if they are lost.
- Do not bring chewing gum into the facility.
- The use of alcohol during the event is prohibited.
- No items considered to be a weapon by the staff are allowed into the facility.
- This is a no smoking facility, including E-cigarettes. Smoking is allowed outside the front gates **after** the evening activities have been completed. Staff will escort you to the front gates.
- Please ask youth to not wear roller sneakers.

**QUESTIONS ABOUT THE PROGRAM:**

[educationinfo@mysticaquarium.org](mailto:educationinfo@mysticaquarium.org)

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