



Group Reservation Terms & Conditions

GROUP ADMISSION RATES:

- Reduced price admission rates are available for group reservations.
- A group constitutes 15+ pre-paid general admission tickets under one pre-paid reservation.
- A group constitutes 10+ pre-paid Deep Dive Tour and Platinum Tour tickets under one pre-paid reservation.
- General Admission group pricing rates do not include a formal tour, and are based upon General Admission for people to explore the Academy at their own pace.
- Discounted tickets cannot be applied to Academy membership.
- For student & youth groups we require one chaperone for every 10 students, 1:5 for children 6years and under.
- Adult chaperones are required to accompany the children assigned to them throughout their visit.

PLATINUM BEHIND THE SCENES TOUR & DEEP DIVE TOURS:

- The tour retail price is the same for all age groups. **Minimum age for tour is 12 years old.**
- Platinum Tour has a capacity of 16 people per Tour, sold on a non exclusive basis unless you book all 16 places.
- Deep Dive Tour has a capacity of 16 people per Tour, sold on a non exclusive basis unless you book all 16 places.
- Due to limited capacity tour times will be confirmed at time of reservation.

MULTI-MEDIA AUDIO/VISUAL HEADSETS:

- **A credit card is required as security for the return of all headsets.**
- A choice of two Multi-Media self paced audio/visual headset tours are available.
- Pre-booked multi-media headsets are issued from the Guest Service Desk inside the building.
- The group leader will be required to sign a check-out form for all of the headsets issued.
- When booking headsets you are required to provide credit card details on this booking form that will be used as the security for the return of all headsets. Any headsets not returned will be billed to the credit card at a cost of \$100 per unit. By completing a group reservation form you are agreeing to any charges arising from missing headsets.

COMPLIMENTARY TICKET POLICY:

- The Academy will provide one (1) complimentary admission for the designated Tour Leader, valid with a minimum group size of fifteen (15) paid general admission tickets per reservation.
- In addition the Academy shall provide one (1) complimentary admission for every thirty-five (35) paid general admission tickets per booking.
- Several reservations for the same day for various groups cannot be combined in order to meet these qualifications.
- Complimentary tickets are only available when booking stand alone General Admission tickets they do not apply to reservations for Deep Dive Tour, Platinum Tour or any other ticket options.
- Complimentary tickets are non-transferable, non-refundable, no dollar value & are valid on the group day of visit only.

RESERVATIONS:

- A pre-paid reservation is required to be eligible for group rates.
- All group reservations must be made by submitting a group reservation booking form..
- Group pricing rates are not available at the front ticket window of the Academy or on the website.

RESERVATION CONFIRMATION:

- Once your completed group booking form has been processed you will receive a confirmation email and letter with your Order number, order details and payment confirmation.
- Please print both documents and present them at the Service Desk on the right hand side of the main concourse to gain admission to the Academy through our dedicated Group Entrance.
- Your order number will be checked by the guest services attendant & your group will be admitted as one group into the Academy. Please note once your group has entered the Academy late arrivals will not be admitted.
- Individual tickets are not printed and we do not operate a "Will-Call"

PRE-PAYMENT:

- Full prepayment is required at the time of booking or 30 calendar days prior to the date of your visit, whichever comes first.
- Confirmed final numbers must be processed at least 10 calendar days prior to the date of your visit.
- Credit card payment is the preferred option for payment.
- Check payments will be accepted, but must be received and processed by the Academy accounting department before the payment due date. Please list your Order number on your check for processing.
- **For check payments, please make the check payable to: 'California Academy of Sciences' and mail to:**

Ayman Youssef, Travel Industry Sales - L1W

California Academy of Sciences, 55 Music Concourse Drive, San Francisco, CA 94118

- The Academy reserves the right to in its sole discretion to increase its Group pricing rates at any time prior to the pre-payment of any reservation.
- Additions to your reservation on the day of arrival will be honored at the group rate, credit card payment only.

CANCELLATION TERMS:

- At least ten (10) Calendar days required for changes to final numbers/cancellation of all Group Reservations to be eligible for a refund.
- Assistance will be provided for groups that need to re-schedule their reservation date within ten (10) calendar days.
- No refunds or credit will be provided for groups that are less people than the pre-paid reservation on day of visit

DAYS & HOURS OF OPERATION:

- Nothing herein obligates to the Academy to operate on any particular day or for any particular number of hours per day. Under its present operating schedule, the Academy is open all days except Thanksgiving Day and Christmas Day, but the Academy reserves the right to alter its operating schedule of days and hours at any time.
- Open Monday – Saturday 9.30am to 5.00pm and Sunday 11am to 5.00pm.
- Group reservations are not accepted for general admission, Platinum or Deep Dive tours on Wachovia Free Wednesday (3rd Wednesday of each month)
- Terms and conditions are subject to change without notice.

BY MAKING A GROUP BOOKING YOU ARE ACKNOWLEDGING AND AGREEING TO THE ABOVE CONFIDENTIAL TERMS AND CONDITIONS.