



Group Guidelines

Thank you for supporting your group as they explore Mystic Aquarium! We appreciate you following the guidelines below and have included some tips for your group.

ALL TICKETS MUST BE PRE-PURCHASED AND AVAILABLE FOR SCANNING ON MOBILE DEVICES OR PRINTED.

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, balloons, 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 suspend 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:

- ✂ **Outdoor picnic facilities are available on a first come, first-served basis.** Mystic Aquarium is not responsible for storing lunches.
- ✂ **The Saltwater Café** tables inside the Aquarium are reserved for **café patrons only.**
- ✂ **The Saltwater Café does NOT accept cash.**
- ✂ **All MINORS MUST be accompanied by an adult if purchasing food in the café.**

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.**

Ask questions and enjoy!

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](#).

At Least One Month Before Your Preferred Visit Date

- ✂ Fill out our [Group Visit/Education Program Request Form](#) and we will email you to confirm 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.
- ✂ Check out our [World of Wonders](#) add on experience! School/youth groups have the ability to reserve tickets for a discounted rate when requested on our request form.
- ✂ Let us know if you are interested in pre-ordering boxed lunches from our Saltwater Café.

Two Weeks Before Your Visit

- ✂ Submit your payment for education programs booked. General admission tickets require payment at least 7 days before the date of the visit to allow more time to give final numbers, but you can pay at the same time as your program payment if you would like.
- ✂ 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.
- ✂ Submit your boxed lunch order form if you will be buying lunches through our Saltwater Café. (due 10 days before your visit)

One Week Before Your Visit

- ✂ Submit payment and give final numbers of youth and adults for your group tickets if you have not done so already. Once payment has been made your tickets will be emailed to you.
- ✂ Consider your lunch options and review our policies on outside food and picnic areas.

48 Hours Before Your Visit

- ✂ Review our group guidelines and the Aquarium map.
- ✂ Email us with any questions about your visit.

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.
- ✂ 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.

- ✂ If your group booked an education program, please follow the instructions on your confirmation to meet your instructor at the correct time.
- ✂ Please call 860-572-5955 ext. 431 if you are having trouble finding your check-in location or are running behind.