

## **Florida Oceanographic Coastal Center** **Group Registration Information & Program Policies**

### Group Admission Rates

Group rates are based on a minimum of 15 paying participants.

Teachers: One per every 10 student's free (limit 4)

Bus Driver: Admitted Free

Program fees dependent on program scheduled. See attached for program choices.

Note: The minimum program fee is \$75.00. If your group shows up with less than 15 paying participants, you will still be required to pay the group minimum.

### Chaperones

Florida Oceanographic requires one chaperone for every 10 students. While our staff and volunteers will lead the programming, we do rely on teachers and adult chaperones to smooth the process by maintaining control of the students and ensuring proper behavior. Some portions of the program may be teacher led, so it is expected that the chaperones help interact with the students so they can have the best experience possible.

### Family Membership Policies

Teachers and adult chaperones who are members of Florida Oceanographic may use their valid membership cards to gain access with their group.

Florida Oceanographic membership does not cover student fees for guided field trips or classroom programs.

### Making a Reservation

Groups must be scheduled at least 3 weeks prior to their selected visit date; exceptions will be made only when ample staffing is available.

A Group Program Request Form is required for reservations. Completed forms should be faxed or mailed to Florida Oceanographic. A phone call or email will be sent within a week of receiving your request; a confirmation letter containing information about your programs will be sent once your deposit has been received.

### Deposits

A \$75.00 non-refundable deposit is required to secure your reservation. This deposit must be received before your confirmation letter can be mailed and will be applied to the total balance. The deposit may be mailed or taken over the phone. We accept cash, check, Visa, Mastercard or Discover.

The trip will remain tentative until a deposit is received. If no deposit is received by 2 weeks prior to the tentative date, the education staff will make one attempt to contact the group via phone and email. If the group does not respond within 24 hours with a method of deposit, the trip will be dropped.

### Cancellations

Groups must call and confirm with a member of education staff, any changes or cancellations at least 48 hours in advance. If a group cancels within 48 hours of the

scheduled visit, the deposit can be transferred to a rescheduled date, but not refunded. If a group is a no show or cancels less than 48 hours prior, they lose their deposit.

\*Exemptions would be due to extreme emergency or unforeseen events that prevented the group from either contacting Florida Oceanographic or making the final decision to visit.

### Arrivals and Payments

Please plan to arrive at least 10-15 minutes earlier than your scheduled program to check in and pay your remaining balance. Upon arrival, the group leader will proceed to the admissions area to finalize the invoice for the trip and check-in the group. Payment is expected upon check-in unless prior arrangements have been made.

An education staff will meet the group outside the gate to pass out admission stickers, divide group as needed, and go over the schedule of activities.

### Late Arrivals

If your group is going to be late for a scheduled guided field trip or classroom program, please contact us as soon as possible at (772) 225-0505 ext. 111 and let us know your approximate arrival time. While we will do our best to accommodate your late arrival, we do reserve the right to adjust your program time or cancel a portion of your scheduled program depending on time restraints.

### Rainy Day/Severe Weather

Florida Oceanographic is an outdoor facility. If there is rainy or severe weather before your arrival and you'd wish to cancel, please contact us to reschedule your program for another date. Once your group has begun a guided tour, we will do our best to accommodate with alternative programming as necessary, however no rain checks will be granted.

### Bus Parking

Bus parking is located at the south end of the parking lot. Busses may drop their group off at the entrance of Florida Oceanographic once a member of staff has greeted them, then proceed to park in the designated area.

### Picnic Areas

Picnic tables are available on a first come first served basis in our group pavilion. Students may bring their lunch to enjoy after programming is over.

There are additional picnic areas available across the street at Stuart Public Beach.

