



Q: How does a Group Visit differ from a School Unfield Trip?

A: A school Unfield Trip is for public schools, private schools, or homeschool students coming to visit as a class/school. Unfield Trips may qualify for sponsored admission and can reserve additional experiences such as the Hershey Lab and Tinkering Workshop.

Group Visits are intended to provide discounted admission for non-school organizations such as YMCA, Boys and Girls Club, 4H, after-school programs, or scout troops. A Group Visit reservation cannot be made for large family gatherings or birthday celebrations.

MAKING RESERVATIONS

Q: How do I make my group's reservation?

A: You can make a group reservation by calling 479-696-9280 opt. 5, Monday-Friday, 9 am - 5 pm or emailing Reservations at reservations@amazeum.org. Your reservation is not complete until an Amazeum representative contacts you to confirm.

Q: Do I need a reservation to receive the group rate?

A: Yes. In order to receive the discounted group rate, a reservation needs to be made at least two weeks in advance of your group's visit date.

Q: Will I receive a confirmation for my group visit reservation?

A: An Amazeum representative will contact you to confirm your visit. After you make the reservation, you will receive an email confirmation.

Q: How many people constitute a group?

A: We require 20 or more paying people to qualify for a group rate.



Q: What is the group rate?

A: Groups of 20 or more paying guests may receive a discounted admission rate of \$9.00 per person. Children under 2 years old are free.

Q: What if I need to make changes to my reservation?

A: You may make any necessary changes to your reservation by calling 479-696-9280 opt. 5, Monday-Friday, 9 am – 5 pm or emailing Reservations at reservations@amazeum.org. If you need to make changes the day of your visit, you can do so when you check in at the admissions desk. We will ask for a final headcount of adults and children upon your arrival.

Q: What if I need to cancel my group visit?

A: If you cannot make your reservation, please cancel at least 14 days in advance. Submit cancellations to the Operations Assistant in writing by fax, mail, or email. Please include your contact information, organization name, and the date of group visit you are canceling.

If you cancel within 14 days of your visit, the Amazeum reserves the right to charge a \$25 cancellation fee. No call/no shows may be unable to reschedule with Amazeum for a full year.

Q: What if my group has to cancel due to inclement weather?

A: The group leader should call 479-696-9280 opt. 5, to notify Amazeum staff of any delays, cancellations, or the need to reschedule your Group Visit.



Q: Are we allowed to eat lunch at the Amazeum?

A: At this time, we are requesting that groups enjoy their lunch **before** or **after their visit**. An exception *may* be allowed for groups with 30 or less individuals. Please note that the Amazeum does not have a cafe or large eating areas.

We recommend going to Orchard Park or Memorial Park nearby. The pavilions **must** be reserved ahead of time and only allow for a maximum of 99 people. Please use the links below to see availability or call Bentonville Parks and Recreation at 479-464-7275.

[Memorial Park Pavillion](#)

[Orchard Park Pavillion](#)

MAKING PAYMENTS

Q: When is the final payment due?

A: Payment is expected in full at the time of check-in. The total amount due is based upon your final attendance number on the day of your visit. Please have a final count of children and adults so that accurate payment can be calculated.

Q: How do we make payments?

A: We accept the following forms of payment: credit card, cash, or check. We request one payment be made for the entire group.



Q: Are all adults in the group required to pay?

A: Required adults receive complimentary admission. The group leader is responsible for assigning required adults before the group visit. The Amazeum requires a 1:10 adult to child ratio for children 6 years and up, or the 1:5 adult to child ratio for children under 6 years.

Additional adults are \$9 per person. Additional adults will **not** receive the discounted group rate if they are paying separate from the group at check-in.

ON THE DAY OF YOUR VISIT

Q: When should we arrive?

A: Please arrive 15 minutes prior to your scheduled time to allow time for check in and orientation. Groups will be able to explore the museum only during normal operating days and hours (10:00am-5:00pm on Mondays and Saturdays, 10:00am-5pm Wednesdays-Fridays, 1pm-5pm on Sundays).

Q: What happens when we arrive?

A: Upon arrival, an Amazeum team member will greet you curbside and provide a brief orientation. We request you keep everyone together and outside until an Amazeum team member has given further instructions.

Q: Where should we park?

A: If your group is traveling by car or van, you are welcome to park in our lot. Large buses and oversized vehicles should park at Orchards Park after unloading on the north side of the building at the Amazeum.

Q: How long should we plan to stay?

A: Reservations are scheduled for 2 hours.



Q: What do we do when we are ready to leave?

A: Near the end of your scheduled group visit, please gather your group at the designated meeting spot. We ask that the main hallway and the lobby are not used to gather your group.

Q: Do students/children need to be in groups?

A: Yes! For the safety of your students and to enhance their exploration here, students are required to be in groups of 1:10 for 1st grade and up, or 1:5 for Kindergarten and down. Adult chaperones **must stay** with their group of students at all times in the Amazeum.

MUSEUM EXHIBITS AND AREAS

Q: Which exhibits should we visit?

A: There is a lot to see and do at the Amazeum. This may mean not everyone in your group will be able to see and do everything in one visit. Amazeum team members are stationed throughout the museum to help you get the most out of your experience.

- The Emerging Explorers areas (including Studio Grow) are reserved for our youngest visitors, under 2 years old.
- The Tinkering Hub is recommended for guests in 2nd grade and up.
- Our **Market and Tinkering Hub** are very popular and allow only a certain amount of students at a time. **Please be mindful of other students who may want to play in these areas as well.**
- The Hershey's Lab is unavailable to Group Visits.

Q: Will the children get wet in Water Amazements?

A: Yes! If your group is planning to visit Nature Valley Water Amazements, you will get wet. A towel, in addition to a change of clothes and/or shoes, is encouraged. There is a family restroom available for changing.