

FIELD/GROUP TRIP CODE OF CONDUCT

STAY TOGETHER:

- The aquarium is U-shaped, you will enter through the admissions gate and exit next door through the gift shop.
- Your group may not be the only guests visiting, please be respectful to other guests. We often have multiple field trips overlapping, for your students' safety, please group students with a chaperone for supervision.
- Students must stay with their group/chaperones/teacher AT ALL TIMES.
- If you lose your group, DO NOT PANIC! Look for anyone wearing a Via Aquarium polo or ambassador t-shirt, fleece, and/or wristband and they will help you!

PERSONAL BELONGINGS & FOOD:

- We will have bins located at admissions for your group to leave their belongings (backpacks, lunches, jackets, etc.). Please note which numbered bin(s) you are assigned to.
- Food is not permitted within the aquarium. Place lunches in the bins upon arrival. There is not a location within the aquarium for lunch, but you can go to the FOOD COURT, which is a short walk across the mall past the fountain. Please remember to collect all belongings, including trash, before departing.
- Your group is permitted to reenter the aquarium after lunch through the admissions gate until 5:00pm.

ANIMAL SAFETY:

- Photography and videography are allowed, but please turn OFF your flash.
- Do NOT tap on the glass of or climb up on the exhibits.
- Do NOT displace sand or toys from play stations into animal exhibits.

ANIMAL INTERACTIONS:

- We have a few TOUCH TANKS within Discovery Cove, where students can touch and interact with animals, including koi fish, stingrays, and marine invertebrates.
- Students should only be touching the animals with the supervision of an adult and aquarium staff.
- Animals should NOT be picked up, grabbed, scratched, or put in danger. IF students cannot safely and gently interact with the animals, THEN they may be asked to leave Discovery Cove and/or the aquarium.
- Animals should be touched with a GENTLE, FLAT, STILL hand on their backs only. For the marine invertebrates, use a gentle TWO finger touch.

OTHER NOTES:

- Please remember to use inside voices and no running, as the floors can be slippery!
- No climbing on exhibits or interactives, including the Shark Jaw and Shark Cage.
- Groups arriving 30+ minutes late may incur a fee, and last-minute cancellations or no-shows may require a deposit for future visits.

NON-COMPLIANCE:

- Failure to follow these rules, endangering animals, or disrupting the experience of other guests may result in individuals, multiple guests, or the entire group being asked to leave the aquarium without a refund.
- Additionally, repeated, or severe violations may result in the group, school, or organization being restricted from booking future visits to Via Aquarium.
- Booking a field trip with Via Aquarium signifies your acceptance of and your willingness to adhere to the policies put forth by Via Aquarium.