

PLEASE READ ME!



Thank you for choosing the Vancouver Aquarium. This sheet will help you prepare for a successful group visit. Please read carefully. Enjoy your time with us!

Arrival:

- Please send **one group leader** to the admission window to CHECK-IN. Everyone in your group must enter together, stragglers are subject to the walk-up admission rate. Encourage everyone to arrive in time for your group entry if not travelling together.

Payment:

- Payment is due when you arrive, **in one lump sum**, using one tender type. **Accepted tender types:** Cash and Credit Card. **Not accepted:** Cheque and Debit card. **A receipt will be provided. Further copies of receipts are available via email upon request. Please note we are unable to invoice nor arrange prepayment. You cannot call in ahead of time with the credit card number. We thank you for your understanding.**

Aquarium Members:

- Any guest with an active aquarium membership can use it for entry – must provide membership # at arrival. *Members are NOT counted as paying guests.

What is happening on the day of your visit:

- All visits are self-directed. The aquarium is laid out very nicely for self-exploration. The **Guest Experience Desk** has a listing of **daily events**. You can also check the **online calendar** at vanaqua.org.
- Allow at least **2 hours** to explore. Larger groups may want to split up after entry. The **4D theatre** is included in the price, on a first come, first serve, line up basis. Check the **Guest Experience Desk** or the **theatre entrance** for showtimes.

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Eating Options

- We have a variety of snack and dining options on site; please note seating is based on a first come first served basis. [Delicious & Sustainable Dining | Vancouver Aquarium](#) | [Vancouver Aquarium \(vanaqua.org\)](#)
- **If you bring food**, please plan to exit the aquarium to eat in the park if the weather is nice. Hand stamps can be provided upon arrival to accommodate re-entry, ask us before exiting. **When raining**, indoor space will be offered on a sharing basis and availability. Please ASK where upon check-in.
- **If you indicated YES to café vouchers:** we have forwarded your request to our café managers to provide information/pricing on meal vouchers. Follow ups may take a few days during busy periods.

Cancellations or Date Changes:

- Should you wish to cancel, let us know by responding to this email. There is no penalty but cancellations are irreversible. **If you need to move the date** reach out **IN THIS EMAIL THREAD** at least 7 days (one week) ahead, as we cannot guarantee there will be sufficient time for follow up otherwise.

General Information:

- Some exhibits are outside, be prepared for the elements and wear appropriate clothing. **We do not have storage space for group belongings.**
- The Vancouver Aquarium is a non-smoking facility, including the outside exhibits. **Stanley Park**, where we are located, is a non-smoking park. The Vancouver Parks and Recreation Board has implemented **pay parking** throughout Stanley Park. **Easy Park:** [Lot Details \(easypark.ca\)](#)
- **Stanley Park** is host to various events during all times of the year that are unrelated to the Vancouver Aquarium. These events may cause traffic congestion and limited parking. Plan your way here accordingly.