

# Frequently Asked Questions

**Q: Where do we park our buses?**

A: When your group arrives Security will greet you in our parking lot. Please make sure a Chaperone is sitting in the front seat. The Security Guard will direct you to the appropriate area of our parking lot. We reserve enough bus parking according to our reservations for that day. We recommend that the head chaperone travel separately from the bus to speed up the admissions process for the group.

**Q: How do we get our admission tickets?**

A: After the bus is parked, KEEP EVERYONE ON THE BUS! It is important for the safety of your students to keep them on the bus until they have tickets. A Chaperone or two should get off the bus and head towards the Park entrance. From the parking lot, the Group Sales office is at the far right hand side of the entrance complex (look for the signs). There will be 4 windows in a row labeled "Group Sales" on the front side of that office building. KEEP THE CHILDREN ON THE BUS!

**Q: Do we get some free chaperone tickets?**

A: Yes. Your group will receive one complimentary chaperone ticket for every 10-group tickets purchased beyond 25 (Mon. through Fri. only). For example, if you have 72 people in your group, you will purchase 66 group tickets and receive six free chaperone tickets. Complimentary chaperone tickets are issued following the sale of tickets. The number of chaperone tickets issued will be determined by the Group Sales cast member based upon your ticket purchase for that day. Complimentary chaperone passes are dated tickets and only valid on the day of your group trip. Groups purchasing tickets individually will not be able to receive complimentary chaperone tickets. Please call for clarification.

**Q: What if each student is buying his or her own ticket?**

A: We do not encourage this method of payment as it will slow your admissions process down and increase the possibility for errors. The six, double sided cashier booths around the arch of the entrance complex are available for individual sales. Instruct your group to tell the cashier the name of their group in order to receive the discount. Failure to do so could result in paying more for admission than necessary. Ticket adjustments cannot be made later in the day. All sales are final. Complimentary chaperone passes are not available with individual sales.

**Q: Can we buy tickets for students who could not make the trip today to use on another day?**

A: No. All tickets are dated for that day only and will not be valid on another day during the season.

**Q: What if the Town made an organizational check out for too much money?**

A: The Park will issue a refund check on the day of your trip. You may pick up the check at the Guest Services office on your way out at the end of the day. Should you forget the refund check, call the park the next day and we will have it mailed to the address of record.

**Q: What if we have late arriving members of our group?**

A: You can leave tickets at the Group Sales office in a sealed envelope for late arriving group members.

**Q: What is needed to purchase the tickets?**

A: You will need a total head count of all the students and adult chaperones. Do not include the Bus drivers in your final head count. Bus drivers are given complimentary admission to the park by our Security Guards in the parking lot. You will need an Organization Check, Credit Card (Visa, MC or Amex) or Cash to pay for the tickets. Personal Checks and Purchase Orders are not valid forms of payment. We cannot bill your school. Payment is required for tickets to be issued.

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**Q: Does a van count as a bus for complimentary driver admission?**

A: Only bus drivers will receive complimentary admission to the Park when driving a large group. 15 passenger vans and the like will not qualify for the complimentary admission.

**Q: What if the Bus Driver brought his or her own children?**

A: The Bus Driver can purchase tickets at the same group rate for additional children. We do not provide the children of bus drivers with complimentary admission to the Park. A child may not use a bus driver ticket for admission (they will be denied access by our Gate Attendants).

**Q: Can we purchase tickets in advance?**

A: Tickets can be purchased in advance, by appointment only (walk-ins will not be served). Please call (603-893-3506 xt. 4854) to set up an appointment to take advantage of this time saving option. You may NOT purchase tickets in advance over the phone or Internet; you MUST come in person to the Park.

**Q: What do I do with all of those tickets?**

A: After you receive your tickets you should proceed back to your bus and hand each person a ticket. It is important that each person holds their own ticket to speed things up at the turnstiles. Distribute tickets as your group gets off the bus. Do not wait until everyone is off the bus to sort out ticket distribution. Your group will not be allowed to approach the park entrance without tickets in hand. Some tickets will say Chaperone; make sure a chaperone has this ticket. A child may not use a chaperone ticket. If you have more chaperones than complimentary chaperone tickets it is acceptable for a chaperone to enter with a Group Sale ticket. Everyone needs a ticket to enter the Park gates! After the tickets are distributed head towards the portico of the park entrance located in the center (underneath the American flag).

**Q: Do the students have to keep their ticket all day long to ride?**

A: No. At the turnstiles, everyone will surrender his or her ticket for admission. The ticket is kept by the Gate Attendants and discarded. Once inside the Park all rides and shows are included. We now issue a special stamp as you exit if you wish to return later in the same day.

**Q: Where can the students eat lunch?**

A: We allow groups who have registered with us to bring in a bag lunch. Coolers are strictly prohibited. Grills and other cooking equipment are also prohibited. We have a few areas inside the Park for groups to meet and have lunch. We do not provide picnic tables. You cannot reserve these areas; they are on a first come first served basis. We suggest that you place a chaperone in the area you plan to have lunch when you arrive. This can act as a meeting point for students who become separated from their group.

**Q: What if a person gets lost in the Park?**

A: We DO NOT PAGE FOR LOST PERSONS. Instruct your group members to find a Security Guard or to go to Guest Services inside the entrance plaza if they become lost or separated from their group. We will do our best to reunite the parties. A meeting place staffed by a chaperone helps in times like these.

**Q: What if I have a person that requires medication during our trip?**

A: We have a First Aid building inside the Park staffed by EMT's. This is a good place to meet up to dispense medicines. First Aid is located behind the Carousel, directly to your right once you enter the Park. If a school nurse came on the field trip, it is a good idea to have him or her stationed near our First Aid office.

**Q: What happens if a person is injured during our trip?**

A: When the injury is reported to the Park the person is taken to our First Aid Building for treatment. A chaperone is paged to the front gate and sent to First Aid to fill out the appropriate paper work.