



GROUP VISIT POLICIES & PROCEDURES

PREPARING FOR YOUR VISIT

- Review group visit invoice and contact us if there are any discrepancies.

LUNCHROOM PROCEDURES

- There is no free space inside Union Station for group lunches. Reservations are required prior to visit.
- For efficiency, please carry lunches into the building, to check-in, with as few containers as possible.
- Lunchroom space may be shared with other groups so please sit together when entering lunchroom
- Chaperones will be responsible for monitoring their group and tracking lunchroom timeframes.
- Lunchroom storage is for lunches only. Please leave personal belongings on the bus.

PAYMENT INFORMATION

- Submit payment and final numbers two-three weeks prior to visit date.
- For group rates to apply, payment must be received in one transaction.
- Acceptable forms of payment are check, credit card, cash and money orders.
- We do not issue refunds or exchanges for unused tickets.
- Union Station Membership privileges do not apply to group visits, please account for all individuals.
- Please note, complimentary tickets and pricing for chaperones varies per attraction.

ARRIVAL INFORMATION

- Plan to arrive 15 minutes prior to first scheduled program.
- Bring completed check-in form to Group Check-In, located at the Box Office on Level B.
- Late arrival may result in shortened or canceled program.
- Tickets will be issued to the Group Leader upon check-in and cannot be issued prior to visit date.
- Subject to availability, Group Leaders can purchase additional tickets at check-in.
- Payments need to be exact and received in one transaction. Allow additional time for this purchase.

PHOTO POLICY

- Union Station may photograph guests and use images for promotional purposes.
- These photos are not made available nor sold for any other purposes.

TRANSPORTATION

- Confirm that bus driver has read and understands directions.
- Individuals arriving by car should park in the West Yards Garage and pay for parking upon exit.

RULES

- Chaperones must stay with group. Children should never be unattended or without adult supervision.
- Walk at all times. Running is prohibited.
- Respect other people and property. Non-compliance could result in termination of visit.

