

## **Group Payment Policies and Procedures**

### **Payment Policies**

1. TO CONFIRM YOUR RESERVATION
  - a. Arrival dates that are 21 days out or more from the date of booking require payment in full and a final headcount 14 days prior to arrival if paying by credit card and 21 days prior to arrival if paying by check.
  - b. Arrival dates less than 14 days from booking require final headcount, and payment in full via credit card within 48 hours of the booking date.
2. CANCELLATIONS, NO-SHOWS, OR DECREASE IN GROUP NUMBERS
  - a. Refunds are not available
  - b. Credit will be applied to the organization's next visit.
  - c. After 12 months, the South Carolina Aquarium will apply unused credit as a donation.
  - d. Groups that do not show up for their reservation or call to cancel will be billed for the balance on their account.
3. Memberships, complimentary/pre-paid tickets, and other discounts or coupons cannot be used in conjunction with a group visit.

### **Arrival Procedures**

1. OFFLOADING YOUR GROUP
  - a. Arrive 15-30 minutes prior to your reservation to allow for restroom breaks and orientation.
  - b. All vehicles must load and unload on the right side (the side closest to the garage) of our dedicated bus lane. This lane is located off Washington Street and is adjacent to the municipal parking garage. For your group's safety, please do not load or unload on Concord Street, the street directly in front of the Aquarium or you may be subject to a fine from the City of Charleston.
  - c. Once you have secured your place in the bus lane, your group may exit the vehicle onto the sidewalk.
  - d. Lunches must remain on the bus.
  - e. **Public restrooms are located on the first floor of the parking garage. Please use these facilities if needed before entering the Aquarium.**

## 2. PARKING FOR BUSES, VANS AND OVERSIZED VEHICLES

- a. The bus lane is available as free parking for school buses only. All others will be ticketed.
- b. If this lane is full, Aquarium staff will direct you to the bus overflow area upon arrival.
- c. Buses are not allowed to idle for longer than 5 minutes anywhere in the Charleston area in compliance with Charleston City Ordinance.

## 3. PARKING FOR CARS AND PERSONAL VANS

- a. There is no free parking available for cars and personal vans.
- b. Once your group has unloaded/loaded in the bus lane, all cars and unmarked vans can park at any of the parking meters on Calhoun Street or in the municipal parking garage. This garage is owned by the City of Charleston; therefore, we are unable to validate parking.
- c. Any cars and personal or unmarked vans parked in the bus lane will be ticketed by the Charleston City Police. The Aquarium is not responsible for any tickets received and cannot assist in any ticket resolution.

## **Lunches, Snacks, and Smoking Policies**

1. For the safety of our animals, group lunches, snacks, or gum are not allowed beyond the front gate inside the Aquarium. Covered shelters are available for group lunches or snacks.
2. Please join us in our conservation efforts when you break for lunch. We recycle empty plastic bottles and containers, cardboard boxes and paper bags, aluminum cans and plastic bags.
3. Smoking, both traditional and electronic, is not allowed in Liberty Square or the South Carolina Aquarium.