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What to Expect

We are so happy you’ve decided to explore with us. This will be your guide in what to expect with your Arizona Science Center group trip. It will take you step-by-step of what you will experience upon arrival, check-in, lunchtime, departures, and everything in between! We want to ensure you have the best adventure for your group.

Please Note: You are not required to bring any of these pages back to us. This is for you and your group! Please think green before printing.

Your Arrival!

Coming in Cars

If your group is arriving in cars, you will park in Heritage Garage off of 5th St. and Monroe. It is located right next door to Arizona Science Center. Please bring in your ticket so you can get it validated for a discounted rate at the Information Zone! There is no need to meet with our outside crew, we will have everything you need downstairs so just come on in through the front doors! Your stickers will be provided for everyone (children and adults) at the check-in desk. Please refer to the section titled “Check In” for your next steps!

Bringing Buses

If you have vans or buses, you will be using Heritage and Science Park for pick up and drop off of your students but they will be parking in the Civic Plaza East Garage which is across the street from Arizona Science Center. Parking fees ($6/ea) will be applied if either the group leader or the bus driver takes a lime green pass from the associate assisting with unloading. We will confirm with the group leader upon check-in.

For both arrivals and departures, your buses will be greeted by one of our staff members who will open the gate for you. During arrivals, they will ask for your group name (not the district), if you’ll need parking passes, and what time the buses will be coming back.

We ask that you not unload until your bus is closer to the front. However, on high volume days, ASC staff will instruct you otherwise. Another staff member will greet the bus presenting parking passes if needed, give stickers out to the teacher which EVERYONE will wear (children AND adults) and they will instruct you to go downstairs to check in! Your bus drivers will then go to the exit gate, an attendant will open them. If they are parking with us, they’ll make a right onto 7th St, another right onto Washington, and the Garage is on the left. A map has been attached at the end of this guide!
Only ASC or City of Phoenix Staff are permitted to operate the gates for entry and exit. If your schedule changes, please call us at 602-716-2000 x 244.

Please Note: Arizona Science Center is not responsible for the Civic Garage or Heritage Garage. What this means is, if the attendants at either garage tells your drivers they have no more room to accommodate buses, you will have to find other arrangements for your group. Unfortunately, these two garages are the only resources the City of Phoenix has provided and allowed us to use for buses. We apologize for any inconvenience this might cause.

Check-In!

Checking in is very important. We want to ensure that we both know what your final headcounts are, ensure you as the group leader have a contact list of all chaperones present and they have your number in case of emergencies, and confirm all the extra experience you’ve added onto your adventure!

Have the team leader check-in at the Orange School Zone Desk while your group is unloading.

You will present your confirmation number, what time your buses will be back for you (so we can have staff ready), and payment for the associate at the desk. If there are any changes in your order, we will work with you to correct them and print out or email an updated invoice for your records. All presentations and shows are subject to change without notice.

Per our policy stated on our website, changes to numbers need to be made two weeks prior to your visit. If fewer individuals in your group arrive on your visit date, the group will be responsible for payment of all reserved tickets. If you arrive with more individuals than you reserved, your group space is not guaranteed.

Please Note: Extra adults/siblings will have to pay for themselves. They can get the group rate if they coordinate with the teachers beforehand and the Reservations department is notified at least 14 business days prior to group visit via written email and is the responsibility of the group’s lead to collect payment. If not, the General Admission pricing is $18/$13.
Skip Check-In!

If you want to spend the most time exploring and not miss anything, you have the opportunity to skip checkin! Just email your purchase order and you can bypass the process and get to exploring with the rest of your group because you will already have your stickers and needed bus passes from our greetings staff! Please see above policy on bringing fewer/more individuals.

Feel free to email us directly if you have any clarifications, questions, or concerns. We suggest getting a purchase order in ASAP but your headcount can be emailed to the Groups Department two weeks prior to your visit date.

**Groups Department**
Phone: 602-716-2028 | Email: reservations@azscience.org | Fax: 602-252-2999

Lunch Time!

Please designate chaperones to assist with unloading and storing your lunches. Having your lunches in large containers or bags to make unloading and storage easier.

Time to refuel and relax! Upon arrival, your designated people will store your lunches in the YELLOW lunchroom (next to Bean Sprouts Café) under the sign with your group’s name on it. Whether you have a lunchroom reservation or an outdoor lunch, we will always have a spot inside for your group! No worries about keeping your lunches on the bus or elsewhere, we got you covered!

There is a schedule of lunchroom reservations posted at the Orange School Zone Desk and right outside the yellow lunchroom. The lunchroom is only available to those who have reserved
a 30-minute time slot(s) in advance. We can work our best to reserve a spot the day of at check-in but it is not guaranteed. Outdoor lunch spots are always available. Please see attached map for designated outdoor areas.

Didn’t bring a lunch? No problem! Food is also available for purchase at Bean Sprouts Café. Healthy and organic options of soups, sandwiches, salads, and more!

- Please note the atrium tables are for Bean Sprouts guests only
- ASC is not responsible for lost or stolen items.
- Please clean up your area; trash cans are provided for your convenience!
- If outside, eating in the grassy area behind Bar Bianco is strictly prohibited.

Your Departures!

We’re sad to see you go but we are so glad you had lots of fun exploring with us! We hope to see you real soon. Here is a quick list to make your departure run as smooth as possible!

- Have your group meet in the lobby **10 minutes** prior to your scheduled pick up time. Please conduct final head counts and collect your lunches and personal belongings.
- Arizona Science Center staff will page all floors for your explorers’ departure when your buses arrive back in the park. *(Please Note: Minors’ names cannot be announced over the intercom for safety reasons)*

**Please make your drivers aware of the following:**

- Arizona Science Center staff will not allow vehicles to enter in the park more than 15 minutes prior to your expected pick up time.
- If a bus or van waits more than 15 minutes, they will be asked to exit and reenter the park in order to keep the flow of traffic and timely departures for other groups.
- No passing around other buses without authorization from an ASC staff member. Staff needs to be made aware so they can be able to monitor pedestrians in the park and guide the bus around.

*Only ASC or City of Phoenix Staff are permitted to operate the gates for entry and exit. If your schedule changes, please call us at 602-716-2000 X 244.*

An ASC staff member will let buses in and out of the park for safety reasons. During high volume days, buses will be asked to circle around the block if there is no bus room inside the gates. Bus drivers are required to abide by instructions because they cannot sit on Monroe St.
and block traffic by Phoenix law. Buses cannot load on 5th St, unless otherwise stated by an Arizona Science Center supervisor. Children are to stay inside Heritage park until they are safely on the bus and ready to return back to school.
If you or your bus drivers fail to abide by these guidelines, that could be grounds for not being able to return for another field trip. We take safety at the Arizona Science Center for everyone extremely seriously. We hope you understand!

If there are any lost belongings that you do not locate prior to loading your buses, please leave a description of the item and your contact number at the Information Zone, so our staff can contact you if it is found. You can call us at any time to follow up.

Your Adventure!

Are you excited to start exploring the four levels of Arizona Science Center? Keep in mind a few rules we have to keep everyone safe and to keep your adventure an enjoyable one!

- No running inside the building
- Children are to stay with their chaperones at all times
- No food or drink allowed while interacting with the exhibits
- No foul language
- No splashing/throwing balls at other people inside the Water Atrium exhibit

We have also provided a Teacher Guide that we require all teachers attending your group to read and understand the guidelines, and that they will relay that information onto all of their chaperones. This needs to be signed and returned back to us the day of your field trip in order to check your group in.

Enjoy your time exploring all four levels of the center! We require a 5:1 ratio of students to chaperones to ensure safety and that the chaperone is not overwhelmed with too many children at a time. Thank you for understanding! Have fun and engage your curious minds through science!
CARS & SMALL VANS

Park in *Heritage Garage*

Bring in the parking ticket issued for a discounted rate at our Information Zone.
BUSES & VANS OVER 6’

Unload and then Park in **Plaza East Garage**

After drop off, drivers proceed to exit on 7th St, making a right onto Washington St.

- Turn West on Van Buren from 7th ST
- Turn South on 3rd ST
- Turn East on Monroe ST
- Make a right into Heritage Park where an Arizona Science Center associate will be there to greet you.