

**Voyage into jaw-dropping underwater worlds only at SEA LIFE Charlotte-Concord!**

***Escape into NC’s only 180-degree underwater tunnel, come face to*** ***fin with sharks and 2 rescued sea turtles, touch a sea star, and explore over 10 breathtaking exhibits. No flippers required.***

**Group Preparation Guide**

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| **Group Requirements & Benefits:** |
| * Discounted group rates are available for advance group bookings of 10 or more * Advanced reservations are required at least 14 days prior to the visit date. * One adult chaperone must accompany every 10 children. (grades K-12) * Receive one free adult ticket with every 5 child tickets purchased. Comp tickets will automatically be added to the cart during the checkout process. * Tax-Exempt and Title 1 School rates are available. Please email your tax-exempt form to [SLCHAGuest.Relations@sealifeus.com](mailto:SLCHAGuest.Relations@sealifeus.com) prior to booking for instructions. * Schools/Groups must show proof of organization affiliation at check-in to confirm eligibility for discounted rates. * Schools/Groups that arrive without a reservation are not guaranteed entry and will be charged the walk-up admission rate. |

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| **Visit Duration:** |
| * The tour through the attraction is self-guided. It should take you approximately 45 to 60 minutes to complete your tour. However, you may take as little or as long as you need to experience the entire attraction. |

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| **Group Hours of Operation:** |
| * School/Group rates are available 5 days a week   + Monday: 10am – 6pm (last entry at 5pm)   + Tuesday: 10am – 6pm (last entry at 5pm)   + Wednesday: 10am – 6pm (last entry at 5pm)   + Thursday: 10am – 6pm (last entry at 5pm)   + Friday: 10am – 6pm (last entry at 5pm) * The attraction may open or close early for special events. Visit [**https://www.visitsealife.com/charlotte-concord/plan-your-day/before-you-visit/opening-hours/**](https://www.visitsealife.com/charlotte-concord/plan-your-day/before-you-visit/opening-hours/)for the most recent updates. |

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| **Group Booking Process:** |
| * All reservations must be made online through the secure Online Booking Portal * Group tickets are timed & dated * Receive an instant email confirmation * Choose electronic tickets or print at home tickets * Tax-Exempt and Title 1 School rates are available. Please email your tax-exempt form to [SLCHAGuest.Relations@sealifeus.com](mailto:SLCHAGuest.Relations@sealifeus.com) prior to booking for instructions. |

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| **Group Payment:** |
| * Payments must be made with a credit or debit card at time of booking. * Payment types accepted: Visa, MasterCard, American Express, and Discover. * Additional tickets cannot be added to your original reservation after your order is made. We suggest booking for the maximum number of people anticipated in your group. * If you end up having fewer individuals than originally booked, you can contact the Group Sales Department at [SLCHAGuest.Relations@sealifeus.com](mailto:SLCHAGuest.Relations@sealifeus.com) 72 hours in advance for a partial refund of those tickets. * If additional tickets are required upon arrival, the higher walk-up rate will apply. |

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| **Group Cancellation, Reschedule and No-Show Policy:** |
| * Reservations may be cancelled or rescheduled any time prior to 72 hours of your original visit date by emailing [SLCHAGuest.Relations@sealifeus.com](mailto:SLCHAGuest.Relations@sealifeus.com) * Any cancellations or reschedules less than 72 hours in advance will still be charged. * Tickets expire on the date and time they are purchased for. * There are **NO REFUNDS** on unused tickets after your visit date has passed. * Any adjustments to the reservation must be submitted at least 72 hours prior to your visit. We are unable to adjust the reservation after this and you will be charged for any no-shows/cancellations and the walk-up rate for any additional tickets. |

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| **Location:** |
| * SEA LIFE Charlotte-Concord is conveniently located in Concord Mills Mall at Entrance 7.   8111 Concord Mills Blvd Suite 8461 Concord, NC 28027 |

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| **Group Recommendations & Important Information:** |
| * Please have your group pre-sorted into groups of no more than 15 students to ensure a more FIN-tastic visit and minimize wait times for those attractions that have a guest limit. * Children should not bring more than their outerwear coats, hats, gloves, etc. There is no storage on-site and we are not responsible for any lost or stolen items. * We do not allow outside food into the center; please plan all meals before or after your visit. * Re-entry is allowed if you wish to take a break from your visit for lunch. Please see one of our team members about this. * Groups should plan to arrive at least 15 minutes prior to your scheduled time. This will allow time for the group leader to check in and SEA LIFE Aquarium staff to organize the group and go over any necessary rules for the day! * Please note for schools/groups bringing sacked lunches to enjoy in the food court following your visit; SEA LIFE cannot store lunches on-site. We ask that you keep them stored in your bus/vehicle. * All purchases on-site are credit/debit only. We do not accept any cash. * Schools/Groups may exit the Aquarium and assemble outside. In the interest of public safety, groups are not permitted to gather in the admissions or retail areas. |

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| **Birthday Groups** |
| * Interested in booking a birthday party? Visit <https://www.visitsealife.com/charlotte-concord/schools-groups/birthdays/> to book online today! * Birthday Parties must be booked at least 14 days in advance and are subject to availability. * Available timeslots for parties: 11am, 1pm, and 3pm. * Birthday parties must be booked online. If you require further information prior to booking, please contact our booking team at [SLCHAGuest.Relations@sealifeus.com](mailto:SLCHAGuest.Relations@sealifeus.com) |

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| **Arriving at the Attraction:** |
| **Motor Coach/Bus Drop Off**   * Buses may drop and collect guests at Entrance 7 and can be parked accordingly. * Bus Parking is FREE   **Entering the Attraction**   * Groups should remain pre-sorted into small groups outside of the admissions queue prior to arrival. * Only the group leader should enter the queue line to check-in for the group for the day. * Present your group order confirmation to the attractions front desk. * We ask for your assistance in keeping your group together at this time as our staff will deliver the attraction’s rules and provide further instruction before entering. |

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| **Amenities:** |
| * Gift Shop * Restroom / changing tables * Stroller Parking |

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| **Accessibility:** |
| * **How does SEA LIFE accommodate Guests with disabilities?** Our facilities are designed to be fully accessible to guests with a disability. Our trained staff will ensure that guests who require assistance are transported safely by means of an elevator designated for this purpose. * **Can I use my own wheelchair inside SEA LIFE?** Yes. You may use your own wheelchair at Sea Life. * **Can I bring my Service Animal to SEA LIFE?** Service Animals are welcomed inside the attraction. Service animals are not permitted on our Beyond The Surface Tours. At SEA LIFE, a service animal is a dog or miniature horse that is trained to do work or perform tasks for, and to assist, an individual with a disability. Service animals must always be under the control of the owner and should remain on a leash or in a harness. Employees are not able to take control of service animals. Emotional Support Animals are not permitted on-site. |

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| **Safety at SEA LIFE:** |
| * Implementing enhanced cleaning regimens throughout the area and increased cleaning and sanitizing of stations. * Hand sanitizing stations will be available throughout your journey. * During your visit, SEA LIFE Charlotte-Concord is only accepting contactless payment methods and the use of debit/credit cards. Please do not visit the attraction if you are displaying COVID-19 symptoms, living with someone who is, or if you are feeling ill. |

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| **Additional FAQs:** |
| * **No outside food or beverage is allowed inside the attraction** * **Storage:** Kindly make your own personal arrangements to store large bags and luggage prior to your visit to SEA LIFE Charlotte-Concord. * **Weapons:** Help make SEA LIFE a safe place for fellow patrons and staff by leaving weapons of any kind at home. |

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| **Nearby Group Restaurants / Areas to Eat Bagged Lunches:** |
| **NEARBY RESTAURANTS**   * Food Court * Bonefish Grill * Chipotle * Outback Steakhouse * Dave and Buster’s * Outback Steakhouses   **GROUP SEATING**   * Food Court |