



Explore the jaw-dropping underwater world inside Minnesota's largest aquarium!

Discover more inside the 300ft long ocean tunnel, come face to fin with gigantic sharks and rescued sea turtles, touch a sticky anemone, and travel through 11 breathtaking zones. No flippers required.

Group Preparation Guide

Group Requirements & Benefits:

- ✓ Discounted group rates are available for advance group bookings of 10 days or more.
- ✓ Advanced pre-paid reservations are required a minimum of 14 days prior to the visit date.
- ✓ One adult chaperone must accompany every 5 children (grades K-12).
- ✓ Qualified education groups receive one free adult ticket with every 5 child tickets purchased. Comp tickets will automatically be added to the cart during the checkout process.

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.

Group Hours of Operation:

- ✓ Field trip rates are available 5 days a week at the below entry times
 - Monday – Friday: 10am – 5pm
- ✓ Group rates are available 7 days a week during open hours.
- ✓ Guests are allowed to stay in the aquarium one hour past posted last entry times.
- ✓ The attraction may open late or close early for special events. Visit <https://www.visitsealife.com/minnesota/plan-your-day/before-you-visit/opening-hours/> for current hours.

Group Booking Process:

- ✓ All non-tax-exempt reservations can be made online through the secure Online Booking Portal.
 - Group tickets are timed and dated.
 - Receive an instant email confirmation
 - Choose electronic tickets or print at home tickets
- ✓ Tax exempt rates are available. Please email your tax-exempt form to sales@sealifeus.com to receive these rates.

Group Payment:

- ✓ Payments must be made via the secure Online Booking Portal.
- ✓ Payment types accepted: Visa, Mastercard, American Express, Discover, ACH, check
- ✓ If additional tickets are required upon arrival, the higher walk-up group rate may apply.

Group Cancellation, Reschedule and No-Show Policy:

- ✓ Paid reservation may be rescheduled any time prior to 48 hours of your original visit date by emailing sales@sealifeus.com
- ✓ Tickets expire on the date and time they are purchased for.
- ✓ There are **NO REFUNDS** on unused tickets after your visit date has passed.

Group Recommendations & Important Information:

- ✓ Please have your group pre-sorted into groups of no more than 10 individuals to ensure a more jaw-some visit.
- ✓ Children should not bring more than their outerwear coats, hats, gloves, etc. There is no storage facility inside SEA LIFE, and we are not responsible for any lost or stolen items.
- ✓ We do not allow eating within the aquarium; please plan all meals before or after your visit. Food courts are available inside MOA on the third floor of the North and South sides for first come, first serve seating.
- ✓ Adult supervision is required throughout the visit.
- ✓ All exhibits are included in the price of admission.

Birthday Groups:

- ✓ Check the birthday page on our website for the most up to date information regarding party packages.
- ✓ All birthday parties must be booked online at <https://www.visitsealife.com/minnesota/birthdays/>

Location:

- ✓ SEA LIFE at Mall of America is located on the east side of Level 1 of Mall of America.
- ✓ Free parking is available at Mall of America.
 - The closest parking lot to SEA LIFE is the East Ramp, which is connected to the East Entrance of MOA by skyway or street level.
- ✓ 120 East Broadway, Bloomington, MN 55425

Amenities:

- ✓ Elevator
- ✓ Gift Shop
- ✓ Restroom / changing tables
- ✓ Photo Booth
- ✓ Vending Machines

Arriving at the Attraction:

Motor Coach/Bus Drop-Off

- ✓ Buses must drop groups off using the bus drop-off located on the north side of the Mall of America, across the parking lot from IKEA.
- ✓ Bus parking is FREE – located just behind the bus drop off location.

Entering the Attraction

- ✓ Groups should remain pre-sorted into small groups on Mall Level 1 by the entrance to the aquarium. A representative will meet you here to start your visit. Please call 952-853-0612 to let us know you have arrived.
- ✓ The group leader should present your order confirmation to the attraction's front desk.
- ✓ We ask for your assistance in keeping your group together as our staff delivers the attraction's rules, provides chaperones with exploration guides and provides further instruction before entering.

Accessibility:

- ✓ **How does SEA LIFE accommodate guests with disabilities?** Our facilities are ADA compliant and designed to be fully accessible to guests with a disability.
- ✓ **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 welcome inside the attraction in accordance with Mall of America policies. At SEA LIFE, a service animal is a dog 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.

Safety at SEA LIFE:

- ✓ Please do not visit the attraction if you are displaying COVID-19 symptoms or if you are feeling ill.
- ✓ **Weapons:** Help make SEA LIFE a safe place for fellow patrons by leaving weapons of any kind at home.
- ✓ For the most recent updates to our safety guidelines, please visit <https://www.visitsealife.com/minnesota/plan-your-day/information/safety-at-sea-life/>

Additional FAQs:

- ✓ SEA LIFE at Mall of America only accepts payment by debit/credit cards on-site. **We do not accept cash.**
- ✓ **No eating or drinking 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 at Mall of America.

Nearby Restaurants and Shopping:

- ✓ Mall of America is home to over 500 retail stores, entertainment venues and restaurants.
- ✓ You are welcome to use the North or South Food Courts on Mall Level 3 to eat bagged lunch. The North Food Court is conveniently located above the bus drop-off location.

