



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

Escape into North Carolina's only 180-degree underwater tunnel, come face to fin with sharks and a rescued sea turtle, touch a sea star, and explore over 10 breathtaking exhibits. No flippers required.

Group Preparation Guide

Group Requirements & Benefits:

- ✓ Discounted group rates are available for advance group bookings of 10 or more
- ✓ Advanced pre-paid reservations are required a minimum of 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 rates are available. Please email your tax exempt form and booking confirmation number to SLCHAGuest.Relations@sealifeus.com after your purchase.

Visit Duration:

- ✓ The tour through the attraction is self-guided. It should take you approximately 30 to 45 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:

- ✓ Group rates are available 5 days a week
 - Monday: 11am – 5pm (last entry at 3:30pm)
 - Tuesday: 11am – 5pm (last entry at 3:30pm)
 - Wednesday: 11am – 5pm (last entry at 3:30pm)
 - Thursday: 11am – 5pm (last entry at 3:30pm)
 - Friday: 11am – 5pm (last entry at 3:30pm)
- ✓ 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/> for the most recent updates.

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 rates are available. Please email your tax exempt form and booking confirmation number to SLCHAGuest.Relations@sealifeus.com after your purchase.

Group Payment:

- ✓ Payments must be made with a credit 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 amount 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, 48 hours in advance for a partial refund of those tickets.
- ✓ 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 cancelled or rescheduled any time prior to 48 hours of your original visit date by emailing SLCHAGuest.Relations@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.

Location:

- ✓ SEA LIFE Charlotte-Concord is conveniently located at Entrance 7 of Concord Mills Mall.
- ✓ 8111 Concord Mills Blvd., Concord, NC 28027

Group Recommendations & Important Information:

- ✓ Buses may drop and collect guests at Entrance 7 and can be parked accordingly.
- ✓ Please have your group pre-sorted into groups of no more than 10 students to ensure a more 'FIN'tastic visit.
- ✓ 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!
- ✓ Children should not bring more than their outerwear coats, hats, gloves, etc. There is no storage facility and we are not responsible for any lost or stolen items.
- ✓ Please note: for 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 school bus/vehicle.
- ✓ 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.
- ✓ Please be advised, we are only accepting contactless payment methods (i.e. credit/debit cards).
- ✓ Groups exit the Aquarium and assemble outside. In the interest of public safety, groups are not permitted to gather in the admissions or retail areas.

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.
- ✓ Birthday parties must be booked online. If you require further information prior to booking, please contact our booking team at SLCHAGuest.Relations@sealifeus.com

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 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, provide chaperones with further instruction before entering.

Amenities:

- ✓ Gift Shop
- ✓ Restroom / changing tables
- ✓ Stroller parking

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.
- ✓ **Can I bring my Service Animal to SEA LIFE?** Service Animals are welcomed inside the attraction. 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 be under the control of the owner at all times and should remain on a leash or in a harness. Employees are not able to take control of service animals.

Safety at SEA LIFE:

- ✓ Face masks are highly recommended during your visit.
- ✓ We have implemented enhanced cleaning regimens throughout the area and increased cleaning and sanitizing of stations.
- ✓ Hand sanitizing stations will also be available and our staff are washing their hands thoroughly on a regular regimen.
- ✓ We will be limiting capacity in-line with government recommendations.
- ✓ During your visit, SEA LIFE Charlotte-Concord is only accepting contactless payment methods and the use of debit/credit cards to combat the spread of COVID-19. Please do not visit the attraction if you are displaying COVID-19 symptoms, living with someone who is, or if you are feeling ill.
- ✓ For the most recent updates to our safety guidelines, please check <https://www.visitsealife.com/charlotte-concord/plan-your-day/information/safety-at-sea-life/>

Nearby Group Restaurants / Areas To Eat Bagged Lunches:

NEARBY RESTAURANTS

- ✓ Alino Pizzeria
- ✓ Bonefish Grill
- ✓ Chipotle
- ✓ Dave and Buster's
- ✓ Outback Steakhouse

GROUP SEATING

- ✓ Concord Mills Food Court