



GROUP VISIT PROCEDURES

PREPARING FOR YOUR VISIT

- Review group visit invoice and contact us if there are any discrepancies.

PAYMENT INFORMATION

- Submit payment and final numbers two-three weeks prior to visit date.
- For group rates to apply, payment must be received in one transaction.
- Acceptable forms of payment are check, credit card, cash and money orders.
- We do not issue refunds or exchanges for unused tickets.
- Union Station Membership privileges do not apply to group visits, please account for all individuals.

ARRIVAL INFORMATION

- Plan to arrive 15 minutes prior to first scheduled program.
- Bring completed check-in form to Group Check-In, located at the Box Office on Level B.
- Late arrival may result in shortened or canceled program.
- Tickets will be issued to the Group Leader upon check-in and cannot be issued prior to visit date.
- Subject to availability, Group Leaders can purchase additional tickets at check-in.
- Payments need to be exact and received in one transaction. Allow additional time for this purchase.

PHOTO POLICY

- Union Station may photograph guests and use images for promotional purposes.
- Please note these photos are not made available nor sold for any other purposes.

TRANSPORTATION

- Confirm that bus driver has read and understands directions.
- Individuals arriving by car should park in the West Yards Garage and pay for parking upon exit.

