

Where can I learn more information about the exhibits and attractions at Union Station?

- We have created a [Group Planner](#), which details everything we have to offer and everything you need to know for group visits!

I have my confirmation, what do you need from me before our visit date?

- Please review your confirmation (sent from Info@UnionStation.org) and let us know if there are discrepancies. If we do not hear from you, we will assume your reservation is good to go.
- Payment is due before your visit. Please reference your confirmation for your payment due date. If we do not receive payment by your due date, your tickets are subject to cancellation. You will be notified via e-mail if your visit is cancelled.
- Final headcount is due with payment. We do not offer refunds or exchanges for unused tickets, so if you're unsure on your headcount, we recommend booking for fewer than you expect, and adding tickets the day of your visit if you have last minute add-ons.
- We recommend having your students paired/assigned with an adult chaperone prior to arriving at Union Station. Students must stay with their adult chaperone while exploring all exhibits at Union Station.
- When you arrive to check in, please follow the drop-off instructions and bring a copy of the QR code you received either printed or on your smartphone, and a printed copy of the [Check-In Form](#) with you.

How do I make updates or edits to my reservation?

- You can contact our Group Sales Team by email, Groups@UnionStation.org or phone, 816-460-2283, to make updates or edits to your visit. We allow changes one time prior to your two-week payment due date. After that, your itinerary and numbers should not change.
- Please include your Cart/Order # (on your confirmation) when making changes to your visit.

What are your payment policies?

- Payment is due before your visit. We require payment two weeks prior to your visit date, but please reference your confirmation for the due date.
- We do not offer exchanges or refunds for unused tickets.
- We accept cash, credit card, and check payments. If you are mailing payment, you must include a copy of your invoice with the check.
- We do not accept purchase orders as a form of payment.

Do teachers and staff have to pay for their tickets?

- For educational groups visiting with at least ten paid youth tickets we offer a certain number of complimentary tickets for adult chaperones. You receive one complimentary ticket for every five youth tickets. If additional adult tickets outside of this free ratio are required, they would be purchased at the same rate as the youth tickets as long as they are purchased by your group leader.
- Teachers and other school staff are not automatically complimentary. They would be counted towards the free chaperone amount. This includes all teachers, paras, principals, bus drivers, parents, etc.
- If your total youth ticket count drops, your complimentary chaperone tickets can also drop, and additional adult tickets will need to be paid for at check-in.

How should parent/adult tickets be purchased? Do they buy on their own?

- We strongly recommend collecting parent money ahead of time and paying for ALL necessary tickets together. If you have a lunchroom reservation, this is the only way to ensure everyone has a seat. If you would rather not have them pay until the day of, you have two options. One, they can buy their own tickets at the general admission rate at the door (\$15.25 for Science City, see [pricing](#) for other attractions). Two, you can collect their money when you arrive and purchase all their tickets at check-in to receive the group rate (\$8.25 for Science City, see [pricing](#) for other attractions).

What about parking?

- Buses, large passenger vans, and other fleet vehicles will park for free in the north lot of the building AFTER dropping off students in the circle drive. Please review the [Bus Driver Instructions](#) and [Bus Driver Map](#) found on the group website above.
- Individual drivers will need to pay to park or find alternative off-site parking. Parking can be found in the Union Station Garage to the west of the building (most affordable) or in front of the building. Current rates for both parking options can be found [here](#).

What can I expect on the day of my visit?

- Please plan to arrive 15 minutes prior to your first scheduled activity. Late arrival may result in shortened or canceled programs.
- Check-in is located at the Union Station Box Office on Level B.
- When you arrive to Union Station, your group leader will need to check your group in. Please be prepared with a copy of the QR code you received either printed or on your smartphone, and your completed [Check-In Form](#).
- At check-in we will review your itinerary for the day. We will give the group leader the tickets, who is then responsible for distributing to the rest of the group. All group members must enter the attraction(s) at the same time.
- If you have additional tickets to purchase, the group leader can make one payment at check-in for any additional tickets. If paying cash, please bring exact change as we are unable to make change.
- If additional adults are purchasing their own tickets, they will be charged the general admission rate. We cannot sell individual tickets at the group rate.
- If you are visiting Science City, you will receive individual wristbands for each member of your group, chaperone stickers, and a printed receipt for your visit. We will pair you with an educator, who will orient your group on the rules in Science City.
- If you are visiting any of our other attractions, you will receive one group ticket to cover all members of your group. The group leader will need to present this ticket to the staff member at the entrance of the attraction.

What is a check-in sheet?

- The check-in sheet is our way of counting actual attendance for the day of your visit. We will base your tickets on this check-in form. We need this form to be accurate for our reporting, as well as getting you the proper number of tickets.
- If you have additional chaperones purchasing their own tickets (not through the group/organization at the discounted group rate) please do not count them on your check-in form.

Do you have space available for eating lunches?

- Yes. We have a brand new, renovated lunchroom available to reserve for group lunches. The lunchroom fee is based on the number of people in your visit. Please reference our [Group Planner](#) for pricing.
- Lunchroom reservations are available Monday-Friday and are 30 minutes. We have multiple groups in the lunchroom throughout the day so please do not arrive early or late to your assigned lunch time.
- Because there are multiple groups in the lunchroom at once, please sit together, leaving no empty spaces.
- We do not have individual lunches available for purchase.

If I don't reserve a lunchroom, what are my options?

- There is no free space to eat inside Union Station or outside on the property. You are welcome to leave the premises for lunch. Due to the historical nature of the building, we cannot allow groups to sit and eat anywhere but our designated lunchroom.
- Please leave your lunches on the bus as we do not have space to store your lunches inside the building.
- Other potential spaces for lunch are Washington Park, Liberty Memorial lawn, or Crown Center, which are all a short walk from Union Station.

I have a lunchroom reserved, do you have storage available?

- We have storage available for lunches. Please bring your lunches in as few containers as possible (i.e. laundry baskets, coolers, or other larger containers.) and do not plan on each student carrying their own lunch.
- Lunchroom storage is for lunches only. Please leave coats, backpacks and other personal items on the bus.

How busy will it be on the day of my visit?

- While it's difficult to gauge how busy the general public attendance will be, we have a pretty good idea about group attendance. School and youth groups typically visit Tuesday-Friday between 9:30AM-1:30PM. If you'd like to opt for a time when there are fewer school and youth groups, we recommend afternoon visits, after 2PM.

How much walking is involved in your attractions?

- Most of our attractions are self-guided, and all (aside from the theaters) involve walking. We have benches placed throughout our attractions, and any of our staff or volunteers will be happy to help guide you or your group members to them.

Do you have wheelchairs?

- Yes. We have a few wheelchairs available to check out. Wheelchairs are available at the Information Booth in Grand Hall. Our Information Booth volunteers will be able to assist you. There is no charge to check out a wheelchair, but please be prepared with a photo ID.

Are your attractions wheelchair accessible?

- Yes. All our attractions are accessible via wheelchairs, electric chairs, and walkers. If you have several group members with mobility tools, it would be helpful if we knew ahead of time, so we can be prepared. We have escalator and elevator access to all our attractions and our staff will be happy to help point you in the right direction to either of these.

Do you have scholarships available?

- Yes. We have scholarships for some of our attractions, but they vary year to year. For the most up to date information about available scholarships, please visit our Scholarship tab on the Groups page to view the current scholarship opportunities.

Why does our scholarship visit show a balance due?

- The personal email confirmation you receive from our Group Sales team will clarify what the scholarship covers, and what we are expecting as far as payment. If you have a balance due, it is because you included an add-on to your visit that is not included in the scholarship. Please read your confirmation carefully and let us know if you have further questions.

What if my numbers change after we received the scholarship?

- You have until two weeks prior to your visit to update your numbers. If it is within reason, we will allow additional funding for a few extra students. We are unable to add funding after the two-week mark. If you have additional students the day of your visit, those tickets will not be covered by the scholarship, and we will need payment upon arrival.
- The invoice you received lists the maximum number of chaperone tickets covered by the scholarship, but that is subject to change if your student numbers decrease. The scholarships cover one complimentary chaperone ticket for every five youth tickets. This is based on the numbers the day of your visit.

How do the bussing scholarships work?

- If you've received a bussing scholarship, you will book your buses as usual. We do not handle any bookings on your behalf. When you've completed your trip, you'll submit an invoice from the bussing company, with any additional documentation as indicated in the e-mail you received when you were awarded the scholarship.

Are there any free attractions or activities?

- Yes. The Model Train Exhibit, Union Station Stories Exhibit, and Building a Monument Exhibit are all permanent exhibits open to the public at no charge. The Model Train Exhibit is open 10am-5pm. The Union Station Stories and Building a Monument Exhibits are open during building hours, 6am-12am.

Are there places to eat?

- Yes. We have two restaurants, Harvey's and Pierpont's. Harvey's is open for breakfast and lunch and Pierpont's is open for lunch and dinner. Harvey's also has Harvey's Express which provides quick service lunch options to go. We also have Parisi Café and Rocky Mountain Chocolate Factory that have smaller meal options and snacks.

What is your visit capacity?

- Capacity is dependent on the attraction(s) you're visiting. Science City and the Touring Exhibitions have a higher capacity whereas our theatres have a definite capacity. The Planetarium can accommodate 150 people per showing, the Extreme Screen Theatre can accommodate 330 people per showing, and the City Stage Theatre can accommodate 190 people per showing.

Will there be other groups visiting during our visit?

- It is extremely likely there will be other groups visiting during your visit. The only time your group is guaranteed to be participating in an attraction or activity without another group is with our Discovery Area programs.

Do you have a non-profit discount?

- We do not have a non-profit discount. Our group rate is the lowest rate we offer for all our attractions, therefore, there is not an additional non-profit discount.

If I don't have the group minimum what is pricing like?

- If your group does not meet the minimum of 10 people to receive discounted group rates, you can preview ticket prices on our website under the [Plan Your Visit](#) tab.

What if I don't have enough chaperones?

- We require at least one chaperone (21 years or older) for every ten students. If you do not meet this minimum your visit could be canceled. Please contact our Group Sales Team to discuss your options.

How do I submit tax exempt status?

- There are no taxes charged for any of our attractions, exhibits, or programs so a tax-exempt form is not needed.

How long are the Science City on the Road shows?

- The Science City educator will arrive 30 minutes prior to start time to set up and requires 30 minutes post-show to tear down.
- Stage shows are approximately 45-50 minutes long with 10-15 minutes of Q&A after the show
- Classroom workshops are 90 minutes, except Early Learning programs which are 60 minutes.
- Make It/Take It and Tabletop Demonstrations vary depending on the length of your event, up to 2 hours.