



**DIVE INTO THE ALL NEW  
RIPLEY'S AQUARIUM OF CANADA  
TORONTO'S NEWEST ATTRACTION!**

As Canada's largest indoor aquarium, we welcome  
your guests to the Waters of the World!

**Ripley's**  
**AQUARIUM OF CANADA**

**2015 GROUP VISIT PLANNER**





## PLAN YOUR VISIT

### BOOK YOUR VISIT:

- In order to submit a group booking request please complete the online booking form found at [www.ripleysaquariumofcanada.com](http://www.ripleysaquariumofcanada.com)
- Submit the completed form by e-mail to [groups@ripleysaquariumofcanada.com](mailto:groups@ripleysaquariumofcanada.com)

### PAYMENT & MODIFICATION POLICY:

- Full payment and final numbers are required three days prior to your group's arrival.
- We accept Visa, MasterCard, American Express and company cheques made payable to Ripley's Aquarium of Canada. Please note, cheques must be received one week prior to your group's arrival.
- Adjustments to reservations are accepted at the time of payment only.
- Date modifications are subject to availability and should be sent as soon as possible.
- Once payment has been processed we do not provide refunds.
- Additional tickets needed the day of your visit are sold at the General Admission rate.
- Unused tickets (up to 5) can be exchanged with Guest Services for a TIMED TICKET.

### CANCELLATION POLICY:

- Please note, if you wish to cancel your trip we can work with you to reschedule your visit - dates are subject to availability.
- No refunds apply for cancelled trips if payment has been processed.

### TICKETS:

- Once we have processed payment, your group tickets are available at Guest Services, filed under your date of arrival.
- All group members will be provided a ticket for entry. The group leader is responsible for distributing tickets.
- We cannot hold individual tickets at Guest Services. Late arriving group members must obtain their ticket from the group leader.
- If requested through the Group Sales department in advance, bus drivers will be provided a complimentary ticket.
- If you require the tickets in advance you may arrange a courier service or have them picked up at Guest Services.
- Please ensure you have received a final payment e-mail before arranging a courier service.

### SPECIAL NEEDS GROUPS:

- Ripley's Aquarium of Canada is a part of the Access 2 Entertainment program. Individuals who are accompanying someone with a disability can obtain a complimentary support worker ticket. Please indicate support worker tickets on your booking form.

### ADD-ONS:

- Scavenger hunts (French & English) are available if requested in advance prior to arrival and will be emailed to the Group Leader. Group leader will be responsible for printing & providing pens / pencils to their group.
- Additional options for add-ons include prepaid Photos, Coat Check, Guidebooks (English & French available) and Boxed Lunch

## INCLUDED IN YOUR VISIT

### YOUR VISIT:

- Group visits are self-guided. The average visit is approximately 2 hours.
- Educators are stationed throughout the aquarium to answer questions.

### DAILY DIVE SHOWS:

- Your group is free to enjoy a 15 minute dive show in front of one of our state-of-art galleries, Ray Bay or Rainbow Reef.
- Hosted by our knowledgeable educators and divers, you will learn all about the featured marine life and their habitat.
- Dive shows occur every two hours starting at 11:15am.
- The location of dive show is subject to change. Please see Guest Services upon arrival for schedule.

### TOUCH EXHIBITS:

- Visit our three touch exhibits that allow you to interact with horseshoe crabs (Discovery Zone), white spotted bamboo sharks & sting rays (Shoreline Gallery).





## THE DAY OF YOUR VISIT

### PARKING:

- The aquarium does not have its own parking lot. A map of nearby parking lots for vehicles can be found on our website.
- BUSES: Bremner Boulevard is designated as a drop-off and loading zone only. Please refer to the City of Toronto website for information. The Rogers Centre operates a paid surface lot that can accommodate buses.
- The Rogers Centre and the Metro Toronto Convention Centre can accommodate vehicle parking.

### ARRIVING AT THE AQUARIUM:

- Please enter through the group entrance, located on the south east side of the building closest to the Metro Toronto Convention Centre.
- Groups should form a line on the ramp while one representative enters to check in at the Guest Services desk located inside the main lobby.
- Your package upon arrival will include a copy of your invoice, receipt, tickets (including complimentary tickets) as well as any additional add-ons you may have prepaid.
- Tickets are to be distributed by the group leader to all group members.

### PLANNING LUNCH:

- For general groups, outside food is not permitted in the aquarium for the health and safety of our marine life.
- Group members wishing to purchase their lunch can do so at Ripley's Café. Please visit our website for a full menu.
- Daycare/senior groups are permitted to bring a litterless lunch.
- The aquarium does not have a dedicated brown bag lunch room.
- It is highly recommended to plan your visit outside of mealtime.
- Boxed Lunches for groups are available for pre-order only. Please inquire with a Group Sales Representative.

### ACCESSIBILITY & WHEELCHAIRS:

- The aquarium is fully accessible. Ramps are located on the east and west side of building for entry. A limited number of wheelchairs are available for use at Guest Services. You will be required to leave a piece of ID with Guest Services while using the chair (complimentary). Please note we do not reserve wheelchairs.

### STROLLERS:

- Strollers are available for use at Guest Services for a fee of \$3. Please note you are required to leave a piece of ID.

### CAFÉ:

- Enjoy a quick bite to eat at Ripley's Café, featuring a menu of quick and delicious foods. Ripley's Cafe is located in the Discovery Centre on the lower level (halfway through experience). Please note seating is limited and cannot accommodate group dining. The café dining space is intended for those who have purchased items from the café.

### BE PREPARED:

- Some areas of the aquarium are dimly lit. Please prepare group members who may be sensitive to low lighting.

### BENCHES & SEATING:

- The aquarium is outfitted with bench seating throughout. The best places to take a break include Rainbow Reef, Discovery Centre and Planet Jellies.

### GLIDEPATH:

- Glidepath is an optional moving sidewalk that carries you through our Dangerous Lagoon viewing tunnel. If group members are not comfortable standing on the moving carpet they have the option to walk the tunnel. Glidepath moves very slowly and can accommodate walkers, wheelchairs & strollers.



**UPPER LEVEL**

**START HERE**

**EXIT**



**LOWER LEVEL**

Thank you for your interest in Ripley's Aquarium of Canada and we look forward to welcoming your group!

Best Fishes,  
The Group Sales Team

