

Thank you for your interest in an overnight adventure at Ripley’s Aquarium of Canada!



Please read through this packet carefully as it contains important information regarding your experience – including a sample itinerary and menu, cancellation policy and information about what to bring, when to arrive, where to park and where to go.

If you have any questions or concerns, please contact the Education Department at 647-351-3474 ext. 2648 or sleepovers@ripleysaquariumofcanada.com.

We look forward to “sea”ing you soon!

Sincerely,

Ripley’s Aquarium of Canada Education Team

WHAT TO EXPECT*

EVENING

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| 7:45-8:00pm | <ul style="list-style-type: none"> • Arrive at the Aquarium. Check in with Education staff in the lobby • With the help of an Educator, place belongings in the “Holding Tank” • Time to take your photo! Group photos (i.e. Girl Guides/Scout) take place the Dangerous Lagoon Overlook; Family photos take place at Photo Port |
| 8:15-9:00pm | <ul style="list-style-type: none"> • Hands-on activity in the Classroom (Meeting point: bottom of the stairs outside of the “Holding Tank”) |
| 9:00-10:15pm | <ul style="list-style-type: none"> • Behind-the-Scenes Tours and/or free time to explore the Aquarium |
| 10:15-10:45pm | <ul style="list-style-type: none"> • Evening snack in the Classroom |
| 10:45pm | <ul style="list-style-type: none"> • Collect belongings from the “Holding Tank” and bring them down the Rainbow Reef |

EVENING continued

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| 11:00pm | <ul style="list-style-type: none">• Story time at Rainbow Reef• Mandatory safety briefing |
| 11:15pm | <ul style="list-style-type: none">• Set up for bedtime in the Dangerous Lagoon Tunnel (Education staff will assist with spacing) |
| 11:30-12:00am (approximate) | <ul style="list-style-type: none">• Lights out! |

MORNING

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| 7:00am | <ul style="list-style-type: none">• Wake up!• Pack up belongings and take them back upstairs to the “Holding Tank” |
| 7:30am | <ul style="list-style-type: none">• Breakfast in Ripley’s Café• Collect printed reusable bag from Discovery Centre |
| 8:00am | <ul style="list-style-type: none">• Free time to explore the Aquarium |
| 8:45-9:00am | <ul style="list-style-type: none">• Sleepover ends and the Aquarium opens for the day** |

**Itinerary is subject to change without notice. **The Aquarium may open between 8:30 and 9:00am.*

WHAT TO BRING

Recommended items include,

- Sleeping bag and/or blankets; pillow
- Air mattress/sleeping pad
 - (Note: maximum double size, must be utilized by more than one group member; you will be required to inflate on your own)
- Comfortable and warm clothes for sleeping; slippers or other indoor footwear
- Sleeping mask (some lights must remain on throughout the night)
- Toothbrush, toothpaste and other overnight essentials
- Reusable water bottle
- Camera
- Indoor shoes

FREQUENTLY ASKED QUESTIONS

Where is the Aquarium located?

Ripley's Aquarium of Canada is located in the heart of downtown Toronto, next to the Rogers Centre and CN Tower.

Address: 288 Bremner Boulevard, Toronto ON M5V 3L9

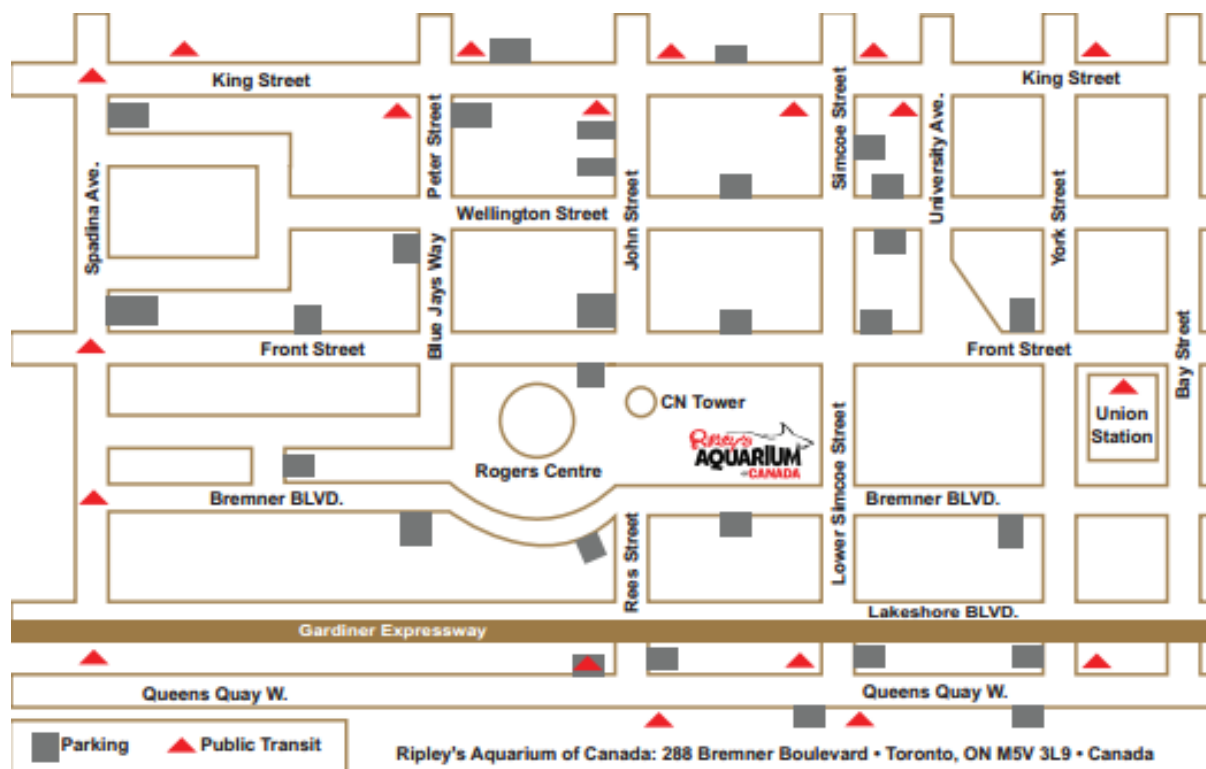
Aquarium Phone Number: 647-351-3474 (Education Department can be reached at ext. 2648)

Can we take public transit to get to the Aquarium?

Yes, the Aquarium is located a short walk from Union Station. If you are arriving by TTC or Go Train/Bus, please proceed to the Sky Walk (look for signage directing you to the Aquarium). The Aquarium is located at the end of the Sky Walk. We are also within walking distance of St Andrew subway station.

Where should we park?

The Aquarium does not have a dedicated parking lot. However, there are several overnight pay parking lots in the area, including the Rogers Centre and Metro Toronto Convention Centre. Please allow plenty of time to park and arrive at the Aquarium by 8:00pm, as finding parking close to the Aquarium can sometimes take time. If you are arriving in a group by bus, there are several surface lots located near the Aquarium, with the closest being across at the Rogers Center. Due to certain events in the area, availability and cost can vary. Please see below for a map of other parking options. We recommend contacting these locations directly for availability and pricing.



If you require accessible parking, please speak with the Education Department in advance of the sleepover.

NEW! Ripley's Aquarium of Canada is partnering with Parking Panda to offer Aquarium guests the chance to reserve parking ahead of their visit. Please visit the parking website for more information - (<https://www.ripleyaquariums.com/canada/visit/parking/>). (Please note, this is a third party website. Any issues or questions should be directed to Parking Panda. They can be reached from 7am-9pm at 1-800-232-6415 or support@parkingpanda.com.)

What time do we need to arrive?

Please arrive at the Aquarium between 7:45-8:00pm the night of the Sleepover. Admission is included for the following day only. Please note, there are no in and out privileges.

For school, Scout or Guide groups, if parents would like to join their children in the morning, it is recommended that they purchase their tickets online in advance for the 9:00-10:00am timeslot. Please be prepared for other guests to enter the Aquarium between 8:30-9:00am.

Where do we go when we arrive at the Aquarium?

Please enter through the Ticket Holder/Group entrance, located along Bremner Blvd (ramped entrance). Once in the lobby, please look for the "Sleepover Check-in" signage, where you will check in with Education staff members. At this time, Education staff will provide you with your receipt and wristband, and take you to drop of your belongings for the evening.

Where do we store our belongings?

Once you have checked in with the Education staff, you will be taken to the "Holding Tank" to drop off your belongings for the evening. Please note, this room is not locked, so we recommend taking ALL valuables with you. The use of the "Holding Tank" is at your own risk. You will have access to this room throughout the evening.

School groups: Please note, for all weeknight sleepovers (i.e. school groups), belongings must be removed from the holding room by 9:00am in the morning as it will be in use by other visiting school groups.

Where will we sleep?

Sleepover participants will sleep on the floor of the Dangerous Lagoon tunnel. There are no other areas in the Aquarium available for sleeping.

Due to the nature of the tunnel, guests in the same party will be sleeping in pairs, in succession throughout the tunnel. Please be aware, you will be sleeping in extremely close proximity to other sleepover participants.

For family sleepovers, at least one week prior to the sleepover date, you will be emailed your designated sleeping location. Sleeping location is first come, first serve and does depend on time of sleepover confirmation.

What is it like to sleep in the tunnel?

It does sometimes get cold in the tunnel at night, so it is recommended to bring proper sleeping attire.

The floor of the tunnel is concrete covered in carpet. It is highly recommended that participants bring an air mattress or sleeping pad. For safety reasons, the tunnel can accommodate a maximum of a double-sized air mattress; however, it must be utilized by more than one group member. Guests are required to inflate their own air mattresses. Electrical outlets are located throughout the tunnel and surrounding area.

As the sharks and other fish move throughout the night, there is no one better location in the tunnel.

Fish sleep too ☺ For this reason, the tunnel lights are on a strict schedule. They will turn out between 11:30pm-12:00am, and gradually turn back on starting at 7:00am. Some lights in the area of the tunnel must remain on for safety.

What if I need access to an electrical outlet?

There are several electrical outlets located in and outside of the tunnel and in the Discovery Centre for those guests wishing to inflate an air mattress. Please remember to bring your own pump, as you will be responsible for inflating your own mattress.

If you need access to an electrical outlet during the night (i.e. for medical reasons), please let the Education Department know at least 15 days prior to the sleepover date so that sleeping arrangements can be planned accordingly.

What time is bedtime?

Lights will be turned out between 11:30pm and 12:00am. As the Aquarium is open until 11:00pm, we are unable to offer an earlier bed time.

Please note, it will be dark in the tunnel during the night. However, for safety reasons, some lights must remain on in certain areas of the Aquarium during the night.

Quiet hours are in effect from 12:00am to 7:00am. We ask all sleepover participants respect these hours to ensure a good nights' sleep for all participants.

For the safety of our animals, we DO NOT allow flashlights or headlamps.

Are there shower facilities for participants to use?

No, only basic washroom facilities are available for use by Sleepover participants.

What if I need to leave the Aquarium during the sleepover?

Children must be supervised at all times while in the Aquarium. The minimum adult to child ratio is 1:8. If sufficient adults within your party are present to supervise and one adult needs to leave the Aquarium for a short time, Security staff will be present to assist with exit/entry to the building. The main Aquarium

doors are locked between 11:00pm-8:00am so please let the Educator on duty know before leaving so that they are aware of your location in case of emergency and/or are able to let you back into the building.

What food will be provided at the sleepover?

An evening snack will be provided around 10:15pm and breakfast at 7:30am. We do not allow outside food or drink into the Aquarium. Please bring a reusable water bottle with you as we have water fountains located in the Aquarium to refill your bottles.

We recommend eating dinner prior to your arrival at the sleepover.

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| <p>Sample snack*:</p> <ul style="list-style-type: none">• Juice, water, milk• Yogurt• Veggies and dip (hummus and ranch)• Cheese and crackers• Cookie | <p>Sample breakfast*:</p> <ul style="list-style-type: none">• Juice, water, milk• Coffee and tea• Yogurt• Mixed fruit• Waffles with whip cream and syrup• Assortment of muffins• Breakfast sausages |
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**Food items subject to change without notice.*

IMPORTANT! Due to the public nature of the Aquarium, we cannot guarantee an allergen-free environment. *If you have any special concerns and/or dietary restrictions, please let the Education Department know at least one week prior to the sleepover, and every effort will be made to accommodate them.*

Is the Cargo Hold gift shop open during the sleepover?

Yes. Since the Aquarium will be open to the general public until 11:00pm, the Cargo Hold gift shop will also remain open until this time. It will then reopen at 9:00am in the morning.

Present your sleepover wrist band in the Cargo Hold gift shop and receive *25% off* your purchase!

What is the hands-on activity?

For the classroom hands-on activity, we will be learning about the effects of plastics on our oceans and creating a Gyotaku printed reusable cotton bag. This will involve the use of paint and can sometimes be messy, so please bring a change of clothes if necessary. Guide and Scout groups – we recommend that you do not wear your uniforms when completing this activity.

What if there is an emergency?

Aquarium staff (Education and Security) will be onsite for the duration of the Sleepover and to assist in the event of an emergency. Participants will be briefed on the location of fire exits, procedures, etc. twice during the sleepover – once prior to the classroom activity and again before bedtime at Rainbow Reef story time.

A Sleepover staff member will be positioned outside of the tunnel and available to assist participants at all times overnight. Aquarium staff are First Aid and CPR trained and certified. Aquarium employees, including Security, are NOT permitted to dispense any type of medication. If medication is required, please plan to bring with you.

Please note, cell phone reception is limited in the tunnel. If participants need to be contacted during the sleepover, messages can be relayed via Education staff at 647-988-7453.

When can I explore the Aquarium?

While there will be time to explore the Aquarium on your own during the sleepover, your sleepover ticket also includes admission once the sleepover wraps up, around 9:00am. The Aquarium opens to the public between 8:45-9:00am. Please note, there are no in-and-out privileges.

Enjoy exploring at this quiet time of the morning. Be sure to check out the Animal Husbandry team (called Aquarists) cleaning and feeding, but please remember – do not touch any of our animals unless there is an Educator present, which will be at 9:00am.

Show your Sleepover wristband in both Ripley's Café and the Cargo Hold for 25% OFF!

POLICIES

Group Sleepover Arrivals

For Group sleepovers (i.e. Scout, Girl Guide and School groups) not arriving as one large group (i.e. parents dropping off individual children), we will require at least one group leader to remain in the lobby until all children have arrived to check in children and answer parent questions relating to your group. Parents will not be permitted entry into the Aquarium without paid admission. Sleepover staff will be on hand to assist with bringing children to the holding room to drop off their belongings.

All Girl Groups

Girl Guide sleepovers are female ONLY. All chaperones accompanying these groups must be female. No exceptions. Education staff on duty the night of a Girl Guide sleepover will also be all female. Please note, we do have male staff that will be in the Aquarium during the sleepover. In the event a staff member must enter the tunnel, they will be escorted by an Education staff member. If you have any concerns, please speak with the Education staff on duty.

Week Day Sleepovers & Holding Room Use

For those participating in a sleepover during the week (i.e. School groups), please note, you are welcome to stay and explore the Aquarium in the morning. However, in preparation for welcoming our day time school groups, ALL belongings must be removed from the holding room by 9:30am.

Supervision and Conduct

All groups must meet the minimum chaperone ratio of 1 adult for every 8 children. Adult chaperones are considered those that are 19 years plus. No exceptions will be made. Adult chaperones are required to actively engage with children at all times and are solely responsible for managing behaviour.

All sleepover guests are asked to act appropriately, including being respectful of other guests and behaving appropriately (no running, yelling or banging on tanks).

Some animals are very sensitive and have specific routines, so if you see some that are covered for the evening, it is extremely important that you leave them be. They will be available for viewing again in the morning. At the beginning of the evening, Education staff on duty will instruct guests on appropriate behaviour as well as instructions on how to properly touch the animals at our various touch tanks. Guests are not to touch the animals without an Educator present.

Air Mattresses

For safety reasons, the tunnel can accommodate a maximum of a double-sized air mattress. However, it must be utilized by more than one member in the group. Should sleepover guests choose to bring an inflatable air mattress, guests are responsible for inflating it. There are several electrical outlets located in and around the tunnel.

Valuables

Ripley's Aquarium of Canada cannot be held responsible for loss or damage to valuables. Please leave valuable items at home, or keep them on you at all times. The use of the "Holding Tank" is at your own risk as the room is not locked.

Aquarium Hours

The Aquarium is open to the general public until 11:00pm. In the morning, the general public begins to enter the Aquarium between 8:30 and 9:00am.

Payment and Cancellation Policy

Family sleepovers: Full payment is required at the time of booking in order to confirm your reservation.

Group (Girl Guide, Scout, School) sleepovers: A 50% deposit is due at the time of booking. Final numbers and remaining balance are due 15 days prior to the sleepover date.

Cancellations are processed according to the schedule below,

- *15 days or more prior to the sleepover date:* 100% refund (less \$60 + HST administration fee for whole Group sleepover, i.e. school, Guide or Scout group cancellation)
- *14 days or less prior to the sleepover date:* No refund.

*Every effort will be made to reschedule your sleepover; however, additional charges will apply.

Other

We reserve the right to cancel any sleepover with a full refund.