



## Dolphin Encounter

Thank you! Your reservation in Georgia Aquarium's Dolphin Encounter sets in motion a chance to experience the unique opportunity to meet a dolphin.

### **Ticket and Check-in Information:**

**Online Registrants** – Online registrants should have received an e-ticket to their email address following their reservation. If you did not receive your e-ticket, please respond with your online order number. On the day of your visit, proceed to the Aquarium entrance for your ticket to be scanned by our Guest Services staff.

**Call Center Registrants** – If you placed your order through the Call Center, you should come to the main entrance on the day of your visit and present your order number to a guest service agent to receive your ticket for entry and proceed to the entrance for your ticket to be scanned.

*Dolphin Encounter* participants can enter the Aquarium at any time on the day of the scheduled interactive program with their Total Ticket or Annual Pass. After entering the Aquarium, proceed to the Animal Interactions desk adjacent to the Ocean Voyager gallery. Guests are required to check in at the Animal Interactions desk 15 minutes prior to the scheduled program. As guests arriving late to their program cannot participate, it is recommended they arrive at the Aquarium approximately 1 hour prior to the scheduled time of their program to ensure arrival, parking, Aquarium entry, and check-in at the Animal Interactions desk prior to the scheduled program time.

### **General Program Information:**

In this exhilarating poolside animal interaction, you'll go backstage inside our dolphin theater to meet, touch and feed one of the dolphin stars of our spectacular dolphin presentation. Spend some time with one or more of the delightfully charismatic dolphins in our care, and you'll quickly understand what makes these athletic marine mammals some of Georgia Aquarium's most popular animals.

During this dolphin experience, see up-close many of the ways we care for our dolphins, participate in a training session, and touch a dolphin during this hands-on poolside encounter. And, as you make the acquaintance of your new dolphin friends, you'll learn a few important things about these extraordinary animals.

In addition to the exhilarating experience you'll have during your Dolphin Encounter, you will also take home a photograph of your special encounter, compliments of Georgia Aquarium. Please note that Encounters are add-on experiences and are not included with your Total Ticket; the Dolphin Encounter price does not include general admission access to the Aquarium or to the Dolphin Celebration presentation.

### **Program Highlights:**

#### **The 15-minute program includes:**

- Program duration is approximately 15-minutes
- Includes a brief educational orientation on the biology, care, training, study, and conservation of bottlenose dolphins
- Exclusive behind the scenes backstage view of the dolphin theater
- Dolphin touch and feed alongside our training staff and interacting with the dolphins which is 8 minutes in length.
- Souvenir photograph

**The program does not include general admission to the Aquarium and its galleries.** Aquarium admission is separate and required before making a reservation for this program.



## GEORGIA AQUARIUM

### Information and Restrictions:

- **Guests may not bring personal cameras into dolphin program areas.**
- **During your up-close experience, you may get splashed, so we strongly recommend wearing attire you don't mind getting wet.**
- **Only program participants are permitted in dolphin program areas. Parents/family wishing to observe or accompany participants must join the program as a paying participant.**
- Participants must be at least **7 years old** in order to participate in this program.
- Participants under 16 years of age must be accompanied by a participating adult responsible for the minor(s). There is a maximum of 3 children per participating adult.
- **Participants under 18 years of age MUST have a program liability waiver SIGNED AND DATED by their PARENT OF CUSTODY or COURT APPOINTED LEGAL GUARDIAN.**
  - Waivers signed by those other than a parent or court appointed legal guardian will not be accepted.
  - **Waivers can be completed at: <https://www.smartwaiver.com/v/animalinteractive/>**
- Guests with **special needs must call** prior to making a reservation at 404.581.4000. **Reasonable special needs accommodations** can be supported on a case-by-case basis **with prior notification. A portion of this program does require for guests to kneel on a platform. Please contact us prior to your program visit if any guests in your party will have difficulty with this task to discuss program limitations.**
- Elements of this program may require guests to step into interaction areas and stand comfortably on their own. In addition to meeting age requirements, guests must also possess a minimum level of physical dexterity. Comfort around water, including being in proximity to deep pools is necessary to ensure a safe and engaging experience.
- **CHECK-IN TIME/LOCATION:** Guests are to check-in at the Animal Interaction desk, located in the Aquarium Atrium adjacent to the entrance to the Ocean Voyager Built by The Home Depot gallery, **15 minutes prior to their scheduled program.**

### Cancellation and Date Change Policy:

- The program fee is non-refundable; however, the program will be rescheduled whenever possible based upon program availability. The Aquarium will reschedule your encounter free of charge if the change is made at least 14 days in advance of the original date of visit. If the change is made less than 14 days prior to the original date of your visit, a \$20 change fee per ticket will be charged. No changes can be made less than 48 hours prior to the date of your original visit, and the guest will be charged the full program cost. **Cancellations and no-shows will not be refunded or rescheduled.** To change your reservation, please contact the Georgia Aquarium Call Center at 404.581.4000.
- Guests arriving late **will not be permitted** to participate in the program and will not qualify for reimbursement.
  - **This is not a swim program. During the poolside encounter, guests will be able to touch and feed dolphins under the supervision of the animal training staff.**
  - **Personal photography or video recording is not permitted.**
  - For the safety of the animals, guests may be required to remove jewelry and loose items prior to the animal interaction.
  - Due to the nature of caring for animals, Georgia Aquarium reserves the right to modify, cancel and/or reschedule programs without notice. Reasonable accommodations will be made to reschedule guests as effectively as possible.
  - Prices are subject to change without notice.

### Frequently Asked Questions:

#### **Why is there an age restriction for this program of 7 years old?**

The age restriction for the Dolphin Encounter Program is enforced for the safety of our guests and the animals to ensure that guests have an enjoyable and safe experience. The age restriction is in alignment with the best practices conducted by other institutions that offer this program. Guests are required to have the ability to follow instruction from the program staff during the program and from previous research conducted, children under the age of 7 years old would not be appropriate to attend the program.



GEORGIA AQUARIUM

### **What will I see?**

You will go backstage at our dolphin theater to meet, touch and feed one of the dolphin stars of our spectacular Dolphin Celebration presentation. See up-close many of the ways we care for our dolphins and participate in a training session during this hands-on poolside encounter.

### **What should I bring with me?**

A photo I.D., appropriate footwear, attire that can be splashed, and your sense of adventure! Guests may not bring personal cameras into dolphin program areas.

### **How much does it cost?**

\$69.95 plus tax per person in addition to general admission; \$63.95 plus tax for Annual Pass Members. Price includes a souvenir photo. **PRICE DOES NOT INCLUDE** general admission access to the Aquarium or to the Dolphin Celebration presentation.

### **Are reservations required?**

Reservations are not required. However, we strongly encourage reservations to guarantee your experience as spaces are limited. Space is currently limited to only 4 participants per dolphin per program. While up to 8 participants may be able to participate per program time, parties larger than 4 participants will be divided between different animals due to the space limitation.

### **How do I make a reservation?**

Online, visit [www.georgiaaquarium.org/experience/explore/programs-activities/animal-encounters](http://www.georgiaaquarium.org/experience/explore/programs-activities/animal-encounters). You can also make a reservation by calling Georgia Aquarium Call Center at 404.581.4000.

### **What are the age requirements?**

Minimum age is 7 years. Guests under 16 years must be accompanied by a paying adult. There is a maximum of 3 children per participating adult. **All guests under 18 years REQUIRE a waiver signed by a PARENT or COURT APPOINTED LEGAL GUARDIAN.**

<https://www.smartwaiver.com/v/animalinteractive/>

### **How do I get to the Aquarium?**

For directions to the Aquarium and information on parking, please refer to the Plan Your Visit section of our website.

### **Where do I go when I arrive?**

Please go to the Animal Interactions desk, located next to the Ocean Voyager gallery, to check in at least 15 minutes prior to your Dolphin Encounter.

### **Are guests welcome to watch? Do they have to buy a ticket?**

Guests will not be able to watch you interact with the dolphins. Any guests that you would like to be a part of this poolside experience will also have to purchase a program ticket.

### **Are you able to participate in a Dolphin Encounter with special needs?**

Every effort will be made in order to allow participation in our Dolphin Encounter. Please call 404.581.4000 to make a reservation and let the reservists know you have special needs and someone from the program will call you prior to your visit to review your options.

## **Animal Interactive Program Liability Waiver and Program Guidelines**

All program participants must complete a liability waiver and acknowledge Georgia Aquarium's Animal Interactive Program Guidelines prior to their interaction. Minors must have the waiver signed by a parent or legal guardian and completed at time of check-in. To complete a waiver in advance, please visit:

<https://www.smartwaiver.com/v/animalinteractive/>