



### **Scheduled Virtual Tour Instructions**

We are excited that you have chosen a virtual tour with Georgia Aquarium! Please follow the below steps to enjoy your virtual experience.

- **Step 1:** Share the virtual tour registration link with your guests. You will receive the registration link for distribution via email from your Group Sales Manager.
  - We recommend sharing the registration link with your guests prior to the scheduled tour date to ensure a smooth viewing process.
- **Step 2:** To view the tour, guests will need to click the registration link and enter in their information.
- **Step 3:** After entering their information, click "Register".
- **Step 4:** Click the "Join" button in either the confirmation or reminder email 1-2 minutes prior to the session start time.
- **Step 5:** Click "Join Room" when it pops up in your web browser and enjoy the tour!

### **Frequently Asked Questions**

1. When will I receive my unique link to access my virtual experience?
  - a. Once a Virtual Experience is purchased, the purchaser will receive a registration link to share with all attendees. Once an attendee registers, they will receive an email with an access link. This link is unique to the attendee and cannot be shared with others.
2. Will I be able to watch my virtual experience more than once?
  - a. Much like our in-person experiences, our virtual experiences are designed to create unique moments for our guests. Therefore, your experience can only be viewed once.
3. What happens if I miss my scheduled virtual experience?
  - a. If you miss your scheduled experience, please email your Group Sales Manager to select a new date and time.
4. What is the best way to ensure optimum viewing?
  - a. We recommend closing all other browsers and applications prior to beginning your virtual experience as well as ensuring you have a strong internet connection. We also recommend a distraction-free environment so you can get the most of your Virtual Experience.
5. Do I have to schedule my virtual tour?
  - a. Yes, all virtual experiences must be scheduled in advance; however, you are able to select the date and time of your virtual tour.
6. What is the maximum number of guests that can access the tour at one time?
  - a. For our scheduled virtual tours, the maximum number of guests per tour is 500.

If any issues arise the day of your virtual tour, please don't hesitate to reach out to the Virtual Experiences Team at [virtual@georgiaaquarium.org](mailto:virtual@georgiaaquarium.org).

**We will SEA you soon! Best fishes!**