



GEORGIA AQUARIUM

## Georgia Aquarium Dolphin Encounter Program

Thank you! Your reservation in Georgia Aquarium's Dolphin Encounter sets in motion a chance to experience the unique opportunity to meet a dolphin. The Dolphin Encounter provides an engaging, educational, and inspirational experience by connecting our guests to some of Georgia Aquarium's most fascinating marine animals to inspire stewardship in conservation, research, and a greater appreciation for the animal world.

### **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 entrance for your ticket to be scanned by our guest services staff.

Note: General Admission is not included with the Dolphin Encounter.

**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 General Admission ticket or Annual Pass. After entering the Aquarium, proceed to the Animal Interactions Desk located on the second floor. 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



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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. 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 presentation.

Since opening in 2005, the Aquarium has always been dedicated to ensuring current and future generations are inspired to care about all of the extraordinary animals that inhabit our oceans. Millions of guests have been introduced to the wonders of harbor seals, California sea lions, dolphins, whale sharks and hundreds of other aquatic species.

The connections created between humans and marine mammals and species at the Aquarium, inspire guests to more carefully consider their environmental actions and choices.

As a leading facility for aquatic animal conservation and research, Georgia Aquarium explores ways to improve animal care methods, develop innovative and exciting new exhibits, contribute to the understanding of the underwater world, and apply new discoveries to the conservation of aquatic life. Every day, researchers throughout the Aquarium and in the field are learning more about marine life. Proceeds from programs, like the Dolphin Encounter, ensure Georgia Aquarium can continue its research and conservation endeavors into the future.

Animal interactions at Georgia Aquarium put the wonder of wildlife at guests' fingertips and deliver an unparalleled lesson in the appreciation of, and the passion to protect nature.

### **Program Highlights:**

- The program is **approximately 15 minutes** in duration
- 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 of your encounter



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The program DOES NOT include general admission access to the 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.

**CHECK-IN TIME/LOCATION:** Guests are to check-in at the Animal Interaction Desk, located on the second floor, **15 minutes prior to their scheduled program**. Participants must be at least **7 years old** in order to participate in this program. Participants **15 years of age and under must** be accompanied by a **participating** adult responsible for the minor(s) (**maximum 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.**

o 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/>

**Elements of this program may require guests to step into animal habitats and stand comfortably on their own. In addition to meeting age requirements, guests must also possess a minimum level of physical dexterity and understand instructions provided by English-speaking staff. Comfort around water and animals is necessary to ensure a safe and engaging experience.**

Guests with special needs **must call prior** to making a reservation at 404.581.4000.

o Reasonable special needs accommodations can be supported on a case-by-case basis with prior notification.

**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 reservation 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**



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**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.

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 entry into the animal/encounter spaces.

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.

#### **Animal Interactive Program Guidelines:**

- In order to ensure a safe and engaging program for all guests, animals, and staff, acknowledgment of and adherence to the following guidelines are required for participation in all interactive programs at Georgia Aquarium Inc. (GAI).
- All participants are required to listen to and follow direction of all employees and agents of GAI while participating in any activity offered by GAI.
- While participating in a program, always listen to and wait for specific instructions from Aquarium staff prior to:
  - Approaching and/or entering an animal's exhibit or habitat
  - Approaching or interacting with an animal
  - Touching and/or feeding an animal
- Guests not following instructions or direction from Aquarium staff in a manner that compromises the safety or quality of the program for the animals, other guests, and/or GAI staff will be required to leave the program without reimbursement.
- For the safety of the animals, guests participating in the animal interactive program may be required to remove jewelry, watches, and any other loose item such as glasses, sunglasses, hair accessories, etc. prior to entering the animal habitats.
- Prescription lenses necessary for vision correction are an exception to this guideline; however, we strongly recommend and may require they be secured with a neck strap.



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- For the safety of the animals, guests participating in animal interactive programs may be required to wash their hands and/or sanitize their hands with an approved hand sanitizing product prior to any interaction with animals.
- Guests participating in animal interactive and encounter programs with air-breathing animals are required to wear a mask over their nose and mouth for the duration of the program.
- Guests participating in animal interactive programs requiring a GAI wetsuit must wear personal swimwear beneath the suit. It is advised (but not required) to wear a t-shirt or rash-guard beneath the wetsuit for personal comfort.
- Footwear is required for all guests.
- The use of personal cameras, video equipment, and cellular phones are not permitted during animal interactive programs.
- Guests believed by GAI staff or agents to be under the influence of alcohol and/or a controlled substance, or who conduct themselves in a manner that compromises the safety or quality of the program for the animals, other guests, and/or GAI staff will be required to leave the program immediately, forfeit the right to participate in any remaining aspects of the interactive program, and will not receive reimbursement.

### **Frequently Asked Questions:**

#### **What is the purpose of this program/overview of the interactive experience?**

To provide an engaging, educational, and inspirational experience by connecting our guests to some of Georgia Aquarium's most fascinating resident marine animals to inspire stewardship in conservation, research, and a greater appreciation for the animal world. The program is an exploration into the behind the scenes of the Dolphin Theater and an in-depth look into Georgia Aquarium's care of dolphins. The 15-minute program includes an educational orientation where participants learn about the biology, care, training, and study of dolphins.

#### **How long is the program and what will I see?**

The Dolphin Encounter lasts approximately 15 minutes. Over the course of your experience, you'll enjoy an exclusive backstage tour of the dolphin theater and the opportunity to meet, touch and feed one of the dolphin stars of our dolphin 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?**



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A photo I.D., a mask, appropriate footwear and attire that can be splashed, and your sense of adventure! Guests may not bring personal cameras into dolphin program areas. Note: for the safety of the animals, guests participating in the encounter may be required to remove jewelry and sunglasses prior to entering the animal spaces (prescription lenses worn for vision correction is an exception to this guideline).

### **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 just four participants per dolphin per scheduled program. While up to eight participants may be able to participate per program time, parties larger than four participants will be divided between different animals due to space limitations.

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

Online, visit [georgiaaquarium.org](http://georgiaaquarium.org). You can also make a reservation by calling Georgia Aquarium Call Center at 404.581.4000. After you have purchased your reservation, you will receive a confirmation email that will include instructions how to supply any additional information and submit the waivers required to participate in the program. All participants must have the program liability waiver and animal interactive program guidelines signed and dated prior to participating in the program. Guests under the age of 18 must have the program liability waiver and animal interactive program guidelines signed and dated by their parent or court appointed legal guardian.

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

Minimum age is 7 years. All guests 15 years of age and under must be accompanied by a participating adult. (Maximum 3 children per participating adult.) All guests under 18 years need a waiver signed by a parent/guardian.

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

For directions to the Aquarium and information on parking, please refer to the Hours, Directions & Parking section of our website!

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

Please go to the Animal Interactions Desk, located on the second floor, to check in **at least 15 minutes prior** to your Dolphin Encounter.



### **What happens if I am late or cannot make it?**

At Georgia Aquarium, we recognize that vacation plans can change. A date may be changed if it is made more than 48 hours in advance. If the change is made less than 14 days prior to the original date of your visit, a \$20 change fee per reservation will be charged. Program no-shows or cancellations made with less than 48 hours advance notice will not be refunded or rescheduled. To change your reservation, please contact the Georgia Aquarium Call Center at 404.581.4000.

**Guests must check in** at the Animal Interactions desk **15 minutes prior to** the start of their program. Guests arriving late will not be permitted to participate in the program and will not be refunded or rescheduled. We encourage guests to arrive at the Aquarium with plenty of time to park, enter, and check into the program. Please plan accordingly.

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

The entire Dolphin Encounter Program, including the animal experience, occurs behind the scenes and may not be viewable by the public. Only participants in the program will be taken to the interactive areas.

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

Georgia Aquarium makes every effort to accommodate guests with special needs. Please be aware that to participate in this program, guests must be able to navigate the animal habitat spaces with minimal assistance, and must be able to understand and take direction in English from staff members. To ensure the best experience, please contact the Call Center at 404.581.4000 to make a reservation, and be sure to let the reservists know you have special needs. Someone from the program will contact you prior to your visit to review your options. **Should you have special needs but not provide notice, it may not be possible to accommodate your program and you may be required to reschedule your program.**

### **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/>



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