



## Know Before You Go

### TICKETING

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Please help our staff assist you! For all ticketing concerns, you must email [tc@fpconservatory.org](mailto:tc@fpconservatory.org). Using any other method will likely result in your message going unanswered.

### PROCEDURES

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- 🌿 **It's strongly recommended that all guests, including members at all levels, reserve tickets online in advance.** Many nights will sell out!
- 🌿 **SPECIAL ENGAGEMENT RATES** are in effect for *Pumpkins Aglow*.
- 🌿 Parking at the Conservatory is free. The Conservatory's parking lots fill up quickly during these evening events. Additional parking is available within Franklin Park, but it is a greater distance from the main entrance. Please plan accordingly.
- 🌿 The Conservatory will **close to the public at 4pm** before *Pumpkins Aglow* begins at 5pm.
  - Closing after General Admission allows the facility to be cleaned and set up for *Pumpkins Aglow*.
  - Guests will not be permitted to stay in the Conservatory buildings or interior grounds from 4–5pm.
- 🌿 ***Pumpkins Aglow* occurs regardless of weather**, please plan accordingly.
  - The interior Conservatory will be open each night and guests can take shelter inside during inclement weather. Portions of the Conservatory may be closed for private events.
  - No refunds will be issued due to weather.
- 🌿 Doors open at **5pm**.
  - Timed ticketing allows for capacity control and improves the check-in process.
  - **Please have tickets ready to be scanned when you arrive at the front desk.** Tickets can be printed or scanned from a smartphone.
- 🌿 **If you want to renew your membership or purchase a new membership, please do so ahead of your visit to *Pumpkins Aglow*.**
  - Members receive discounts on special engagement tickets and having tickets ready to scan will expedite your admission.
  - Membership purchases and renewals are available **ONLINE**.
- 🌿 Any guests with mobility challenges can be dropped off in the bus loop right outside the main entrance.

### REFUNDS & EXCHANGES

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- 🌿 Admission **tickets are non-refundable**.
- 🌿 **No refunds will be issued due to weather.**
- 🌿 All requests for **exchanges must be made at least 48 hours in advance of your reserved ticket time.** Requests must be directed to [tc@fpconservatory.org](mailto:tc@fpconservatory.org). Using any method may result in the request going unanswered.
  - **Email your exchange request to [tc@fpconservatory.org](mailto:tc@fpconservatory.org).** Include your name, email address used to reserve tickets, and the date and time you would like your tickets moved to.

### CANCELATION

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If the Conservatory determines that conditions warrant canceling an event, a message will be posted on our website and on social media. Guests with reserved tickets will be contacted directly.

### HEALTH & SAFETY

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- 🌿 Guests should **visit another day if they do not feel well** and continue to use everyday preventative measures (e.g. wash hands, cover coughs, etc.) before, during and after their visit.
- 🌿 The Conservatory practices **thorough sanitization procedures** and utilizes **air purification systems that kill airborne viruses** and neutralize harmful pollutants.
- 🌿 A full list of operational procedures is available **HERE**.