



Overnight Frequently Asked Questions

- **I booked an overnight program... now what happens?**
 - Congratulations! We are thrilled to have you attend one of our overnight programs. The main contact of the overnight will be receiving a call from our education staff to review the program components. Additionally, we ask that you contact our Guest Support Center at 562.951.1630, by 3:00 p.m., 3 days prior to your overnight to confirm your final numbers and review payment.

- **What if my group numbers change?**
 - Please contact our Guest Support Center any time prior to that 3 day, 3:00 p.m. deadline, if your numbers have changed. Unfortunately if your numbers change after that time you are required to pay the amount guaranteed.

- **What happens when my group arrives at the Aquarium of the Pacific?**
 - When you arrive at the Aquarium for your overnight, the main contact will check-in at the information desk, while the rest of the group waits outside the Members Entrance. The information desk will inform our education department that the group has arrived and education staff will bring out the overnight bins for the group's gear. An educator will meet the main contact to discuss the night schedule and then escort the entire group to enter through the Members Entrance.

- **Can a guest come late?**
 - Yes, but if it is after 6:00 p.m. they will have to use the security button at the Members Entrance to get ringed in. Please let staff know in advance if a guest is going to arrive late. Additionally, please inform guests that food options and programming will not be offered after the scheduled time.

- **What if a guest cannot spend the night but still wants to attend the program?**
 - It is absolutely fine to depart from the overnight early. Please inform overnight staff, prior to arrival, of the number of guests and a departure time. Staff, along with the main contact, will escort the participant outside of the building.

- **Can chaperones leave the overnight and then come back?**
 - No, they are there to assist with the success of the programming.

- **What is the earliest check-in time?**
 - We ask that groups check-in between 4:30 p.m. and 5:00 p.m.

- **What's on the menu at the Aquarium?**
 - The main contact will select a dinner option for the group. We also provide an evening snack and a variety of breakfast options in the morning.



- **Can I bring in snacks or outside food?**
 - No. Outside food is not permitted inside the Aquarium unless special arrangements have been made.
- **What if I have a food allergy?**
 - Special dietary needs can be accommodated. No food is to be brought into the Aquarium unless pre-arranged for special needs. Please let overnight staff know about any allergy restrictions at least 72 hours prior. After 72 hours we may be unable to accommodate such requests.
- **What time do we go to sleep?**
 - The time that bedtime preparation begins is program specific. With that said, lights are turned off between 10:00 p.m. and 10:30 p.m.
- **Where do the groups sleep?**
 - Overnight participants will sleep in one of the indoor galleries at the Aquarium. This will be decided on the evening of the overnight, as many factors go into this selection such as group size, animal care, and building maintenance.
- **Are the boys separated from the girls?**
 - Depends. This is ultimately a decision that is made by the main contact, but we are happy to accommodate a request to separate the group.
- **Is there a male and female overnight staff member to accommodate groups of boys and girls?**
 - No, staff are assigned based on availability.
- **Can we bring an air mattress?**
 - Yes! You may bring a therma-rest, egg foam mattress, or small inflatable mattress for your comfort. Additionally, a warm sleeping bag and/or blankets, and pillow will also be needed. Please bring only what you can carry safely without assistance!
- **Will there be time to view the exhibits during our program and when?**
 - Gallery time is dependent on program selection. Groups will have time, depending on when they arrival, to tour the Aquarium prior to the program start time.
- **Are electronics allowed?**
 - While we do not restrict electronic devices that you bring to an overnight program, we do encourage leaving any belongings of value at home as we are not responsible for lost items during an overnight.



- **How can guardians contact the Aquarium should an emergency arise on the evening of the overnight?**
 - All emergency calls should go through the Aquarium's security department, at 562.951.1733. Dispatch is staffed 24 hours a day. If security staff receives a call, they will pass information along to the overnight staff members, who will then pass information along to the main contact for the group.