



LAURITZEN  
GARDENS

100 Bancroft Street  
Omaha, NE 68108

[www.lauritzengardens.org](http://www.lauritzengardens.org)

## Adult Group Tour Informational Packet

### HOURS

- Open daily 9 a.m. to 5 p.m. except Thanksgiving, Christmas, and New Year's Day
- Open until 8 p.m. on Mondays and Tuesdays from mid-May to mid-September.
- Please check the website for exact hours of visitation

### ADMISSION

- \$10 per adult plus tax
- Groups of 40 or more can receive a discount of \$1 per adult admission
- Complimentary admission for one motorcoach/bus driver and one tour escort per motorcoach/bus if applicable

### Tour Types and Pricing (Scroll down for information about adding on a narrated tram tour)

#### Self-Guided Group Tours

Take a walk through the garden's stunning exhibits and experience the beauty of the season at this 100 acre oasis in the city.

- Available to groups of 10 or more
- Groups will need to pay the regular admission rate per person
- Tour lengths may vary depending on the activities involved
- Wheelchairs are available on a first-come, first-served basis

#### Docent Group Tours and Guided Group Tours - Volunteer/Staff Lead

These tour types are available to groups of 15 or more, and must be scheduled at least two weeks in advance of the tour date. There is a \$2 fee per person in addition to the admission fee. Tour lengths are roughly one hour depending on the activities involved, and may be adjusted if requested during the time that the tour is being scheduled. Wheelchairs are available on a first-come, first-served basis.

#### Docent Tours

- Docent tours include the placement of a docent in the conservatory, and in the seasonal show in the floral display hall when a show is available (when possible, docents are in place concurrently during the allotted time)
- Docents will interpret the exhibit as the tour members walk by the docent's location

#### Guided Tours

- Guided tours will require a significant amount of walking outdoors and possibly indoors as well
- Tours of specific gardens may be requested

## TRAM TOURS

Narrated tram tours of the garden are available. The tours last roughly 50 minutes. Open-air trams provide overhead coverage, run rain or shine and are only canceled in case of lightning. Depending on the number of people in your group, three options are available for tram tours. Please arrive at Lauritzen Gardens at least 15 minutes prior to the tram's departure time.

**Public Tram– \$5 per person** - Groups of around 10 people can be accommodated on the public tram.

Public tram departure times and information:

- Monday – Thursday (May through October)
  - 9:30 a.m.; 10:30 a.m.; 11:30 a.m.; 12:30 p.m.; 1:30 p.m.; 2:30 p.m.; 3:30 p.m.
  - Monday and Tuesday, from mid-May through mid-Sept., 4:30 p.m.; 5:30 p.m.; 6:30 p.m. times are also available
  - Filled on a first-come-first-served basis or tickets can be reserved if payment is received at least two weeks in advance of visit
- Friday – Sunday (April through October)
  - 9:30 a.m.; 10 a.m.; 10:30 a.m.; 11 a.m.; 11:30 a.m.; 12 p.m.; 12:30 p.m.; 1 p.m.; 1:30 p.m.; 2 p.m.; 2:30 p.m.; 3 p.m.; 3:30 p.m.; 4 p.m.
  - Filled on a first-come-first-served basis or tickets can be reserved on the day of your visit by calling the visitor and education center front desk (402-346-4002, ext. 250) after 9 a.m.

**Tandem Trams – \$5 per person** - Groups of 11 to 30 people can be accommodated with tandem trams. Up to 10 members of the group will ride on the public tram at the departure times listed below, with the tandem tram following. Tandem tram rides must be scheduled when your reservation is made, and payment must be received at least two weeks in advance of your visit to hold your reservation.

Tandem trams departure time availability and information:

- Monday – Thursday (May through October): 9:30 a.m.; 10:30 a.m.; 11:30 a.m.; 12:30 p.m.; 1:30 p.m.; 2:30 p.m.; 3:30 p.m.
- Not available on Fridays, Saturdays or Sundays

**Private Tram - \$100 per one-hour tram ride** - A private tram can be reserved for groups of up to 20 people. Private tram rides must be scheduled when your reservation is made, and payment must be received at least two weeks in advance of your visit to hold your reservation.

Private trams departure time availability and information:

- Monday – Thursday (May through October): 10 a.m.; 11 a.m.; 12 p.m.; 1 p.m.; 2 p.m.; 3 p.m.; 4 p.m.
- Not available on Fridays, Saturdays or Sundays

## **GROUP LUNCH OPTIONS**

### **Box lunches**

Box lunches are available for \$9 per lunch, and feature a variety of prepared beef, ham and turkey sandwiches on wheat or white breads or croissants, with chips, a fresh-baked gourmet cookie and choice of beverage, and include a disposable knife, fork, napkin and condiments. Smaller groups can also order box lunches.

### **Advanced Lunch Ordering**

- Box lunches must be arranged in advance of your visit when confirming your tour
- Please notify the Lauritzen Gardens employee booking your tour of the number of lunches ordered
- Please see the "Payment and Refund Policy" for further information

### **Additional Café Information:**

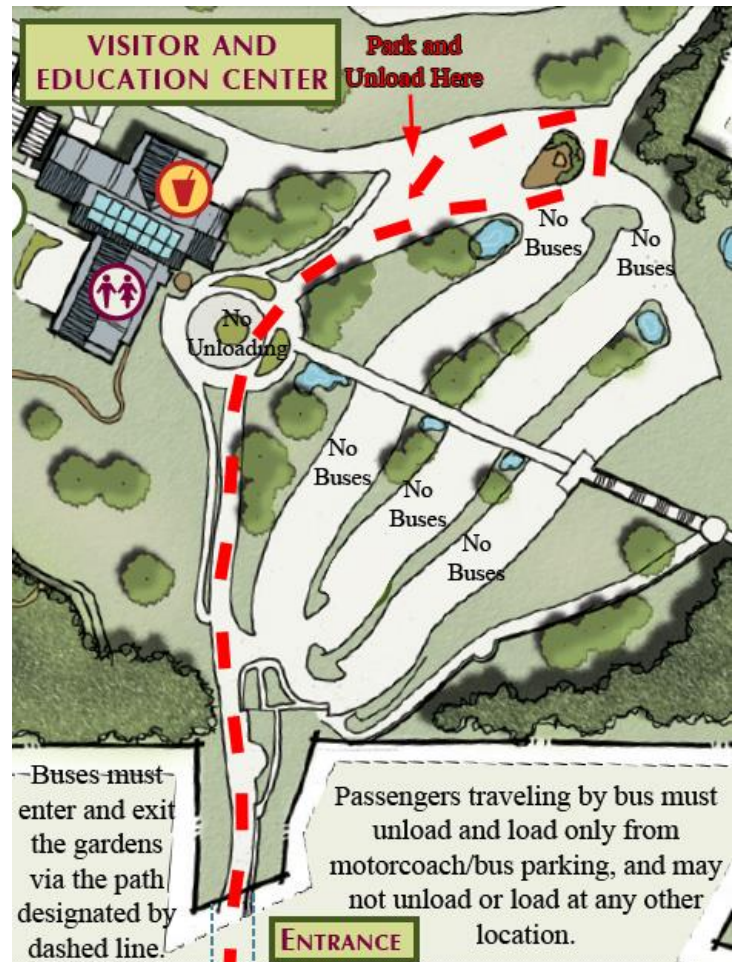
Should a group choose to order lunch on the day of the tour, not in advance, it should be noted that supplies in the café are limited. The café seats 45, however, group seating cannot be reserved. Food purchased from the café may only be consumed in the designated seating area within the visitor and education center.

### **Bringing Personal Food/Drink**

Food or drink (other than bottled water) that are not purchased from the Café or from the front desk may not be brought into Lauritzen Gardens. Space to eat is available at Kenefick Park; however, no tables or chairs are available in that location. Please note that Kenefick Park is across the parking lot from motorcoach/bus parking and requires uphill walking. Groups may bring in their own bottled water.

## PARKING AND UNLOADING/LOADING

- Motorcoach/bus parking is available on the east end of the parking lot.
- Due to safety regulations, passengers on motorcoaches/buses must unload/load in bus parking area and may not unload/load in the circle drive in front of the visitor and education center
- Walking distance from the bus parking area to the entrance of the visitor and education center is roughly 300 feet
- Visitors arriving by car may park in regular visitor parking
- Parking is free
- Upon arrival at Lauritzen Gardens, an employee will greet the tour group



## FINDING LAURITZEN GARDENS

### From Interstate 80:

Take the 13<sup>th</sup> Street exit north to Bancroft Street. Turn right (east) onto Bancroft Street and continue eastbound through a residential area until you reach the Visitor and Education Center at Lauritzen Gardens.

### From Downtown Omaha:

From the Greater Omaha Convention and Visitors Bureau visitor center at 10<sup>th</sup> and Farnam Street in the Old Market, follow 10<sup>th</sup> Street south to Bancroft Street. Turn left (east) onto Bancroft and continue eastbound through a residential area until you reach the visitor and education center at Lauritzen Gardens.

[Click here to request a tour.](#)

For further assistance, please call (402) 346-4002, ext. 261.

## PAYMENT AND REFUND POLICY

- Tours without a tram ride or lunch ordered in advance of the tour:
  - Payment for tours that do not involve a tram ride or lunch ordered in advance of the tour may be made upon arrival
- Tours with a tram ride or box lunch ordered in advance of the tour:
  - Payment for tours that involve a tram ride or box lunch must be made in full in a single payment no less than two weeks before the date of the tour
    - Checks should be made out to Lauritzen Gardens
- All tours:
  - To receive the \$1 per person admission discount upon payment, the group's total attendees must be 40 or more
    - Should the attendance drop below 40 people prior to payment, the discount will no longer be applied

- Up to two comped admissions (escort and motorcoach/bus driver) may be applied to a group
  - In the event that a group lacks a bus driver or an escort, or the group's driver is their escort, only one comped admission will be provided
- No refunds are given once payment has been submitted

If paying by check, please mail to:

Lauritzen Gardens  
Attn: Adult Group Tours  
100 Bancroft Street  
Omaha, NE 68108

### **TOUR CANCELLATION, RESCHEDULING AND UPDATES TO TOUR DETAILS POLICY**

In case of severe inclement weather; such as lightning, hail, tornados or blizzards, tours will be cancelled by the garden. In the event that your tour is cancelled by the garden due to weather, you will receive a full refund. Should your tour be cancelled by a representative for your group, a refund will not be provided if the cancellation has occurred within two weeks of the tour's start date.

If your tour needs to be rescheduled or important information regarding your tour (such as attendance figures, tram rides, type of tour, lunches, etc.) needs to be altered, acceptance by the garden of the request(s) may only be considered official once you have received a new and updated confirmation receipt stating the rescheduled information. Verbal or written/typed conversation does not guarantee that the request(s) has been completed.

### **ETIQUETTE**

For the enjoyment of others and the protection of the gardens, we thank you for following these simple guidelines:

- Stay with your group at all times. We ask accompanying adults to do their part in ensuring a safe and enjoyable trip for all participants.
- Enjoy food offered in the café. Outside food is not allowed on garden grounds, including the café. Coolers and picnicking on garden grounds is not permitted.
- Respect each other as well as other visitors. No pushing, shoving or abuse (including verbal) of any kind will be permitted.
- View and smell flowers, fruits, leaves and seeds, but please leave them for others to enjoy.
- View the trees, walls, sculptures and fountains, but please do not climb on them.
- Lauritzen Gardens is not a park. We do not allow jogging, running, bicycles, sleds, skateboards, scooters, and roller blades, or recreational toys such as Frisbees or kites.
- Let nature's music prevail. Please avoid loud voices and noises. Honor the garden's silence and solitude.
- For you safety, please do not walk on the curbs. Kindly stay on the paths and sidewalks and out of water features.
- Take this opportunity to cultivate the love of the beautiful garden. Study and admire the flowers, seeds, trees, grasses, colors, shapes textures and sounds of the garden. Observe the weather, the soil and light conditions and feel the elements of the day.

## **CLICK ON THE FOLLOWING LINKS FOR MORE HELPFUL RESOURCES FOR PLANNING YOUR TOUR**

- [Map of Lauritzen Gardens](#)
- [Upcoming programs and events at Lauritzen Gardens](#)

## **PHOTOGRAPHY CONSENT**

Unless Lauritzen Gardens is notified in writing in advance about particular tour participants not consenting to being photographed, registration serves as consent that tour participants may be photographed and that such photos may be used in garden publications and promotional materials.

## **LAURITZEN GARDENS EMERGENCY CONTACT NUMBERS**

### **If injury is not life-threatening**

- Seek the assistance of the nearest Lauritzen Gardens staff member
- If no staff member is close at hand, call the Lauritzen Gardens main number to request assistance
  - Call (402) 346-4002
  - Press the number "0" for operator when you get the recording
  - Tell the operator where you are in the garden
  - Describe the emergency
  - This step will help garden staff to prepare for the emergency personnel

### **If injury is life-threatening**

- Call 911
- Inform the 911 operator that you are at Lauritzen Gardens, 100 Bancroft Street
- Inform the Lauritzen Gardens main number that you have called 911
  - Call (402) 346-4002
  - Press the number "0" for operator when you get the recording
  - This step will help gardens staff to prepare for the emergency personnel

**QUESTIONS OR UPDATES WHILE ENROUTE:** (402) 346-4002, ext. 250 (visitor and education center front desk)