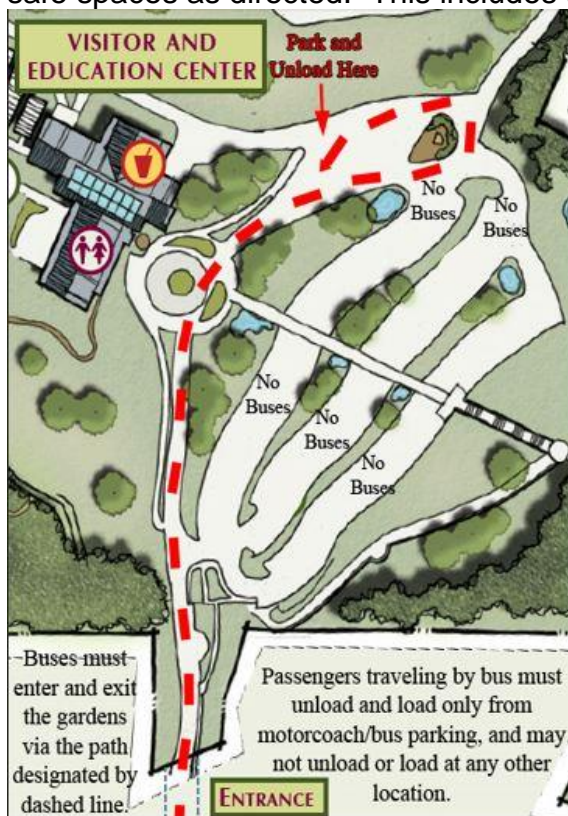


SCHOOL AND YOUTH TOUR INFORMATIONAL PACKET

Please read in order to be as prepared as you possibly can be for you and your group's tour.

SAFETY AT THE GARDENS:

- Teachers, families, and chaperones are responsible for the safety of their children.
- Teachers, families, and chaperones who are on grounds for school/youth group tours need to remain with their assigned group throughout their visit.
- Be especially attentive during arrival and departure when children are loading and unloading in or near parking lots.
- In case of severe weather, please follow staff directions and find your way to the safe spaces as directed. This includes the conservatory and outside gardens.



BUS/OTHER VEHICLE PARKING AND UNLOADING:

- Upon getting on your bus at your building, please inform your bus driver that they will be stopping at the front circle area. **DO NOT PARK IN THE FRONT CIRCLE!**
- Upon arriving in this area, an education staff member will instruct bus drivers where they are going to go and how to park.
- Due to safety regulations, passengers must be unloaded in bus parking and may NOT unload in the circle drive in front of the Visitor and Education Center.

- A member of the education staff will greet you and your group to go over garden expectations BEFORE debusing. Please keep your children on the bus until this occurs.
- If you are arriving in school/organization vans or personal vehicles, please park in the general parking area NOT the bus parking area. Once you have parked, unload and head towards the Visitor's and Education Center. Do NOT enter the building until an education staff member is present. You and your group may wait in the patio space directly towards the west of the main entrance. This is to ensure that there is ample space inside the visitor's center for staff and patrons to do what they need to do.

WHAT TO EXPECT WHEN YOU ARRIVE:

- Most tours last approximately 90 minutes. When you arrive, please park and prepare to unload in the proper areas. If you are arriving on a bus, please wait for instructions from an education staff member before unloading.
- For BOTH guided and self-guided tours, an education staff member will greet your group.
- Your allotted tour time includes arrival, departure, and any necessary restroom breaks. If buses arrive late or if groups need restroom breaks this will encroach on the time allotted for your tour.
- If your group is coming for a guided tour, an education staff member will break your group up into smaller groups, if needed.

GARDEN ETIQUETTE:

Lauritzen Gardens is open to the public 362 days of the year. With that said, your group will encounter members of the public while working your way through all of the spaces here at Lauritzen. We have some rules that we ask that you share with your students so that all are on the same page once arriving at the gardens.

- **Groups may not congregate near entrances or exits to buildings as that blocks the paths of other visitors. It is also a safety hazard in case emergencies arise.**
- Stay with your group at all times. Students must be with an adult at all times to ensure that all students are accounted for.
- We ask that accompanying adults do their part to ensure a safe and enjoyable trip for all participants. This includes limiting the use of technology (cell phones, tablets, etc.) so that you are an active member of the group and helping education staff with management of your group.
- Do not climb, walk, run, etc. on walls. For your safety, kindly stay on the paths and sidewalks.
- Our water features are present for all to observe and appreciate. Please do your part in maintaining them by keeping hands, feet, etc. out of these water features.
- Please avoid loud voices and noises. Let nature's music prevail - we promise it's a great soundtrack!
- View, carefully touch (as requested), and enjoy all of the flowers, fruits, leaves, and animals but please leave them behind for others to enjoy!

- Respect each other as well as other visitors by keeping your hands, feet, and other objects to yourselves.
- ZERO abuse of any kind will be tolerated on Lauritzen Gardens property. This includes inappropriate language as well as inappropriate behavior.
- Lauritzen Gardens' staff reserves the right to excuse any visitors who do not follow staff directions and expectations.
- Lastly, take this opportunity to enjoy the spaces that others have worked so hard for YOU. We here at Lauritzen Gardens take our roles very seriously and appreciate the respect and kindness that you show staff and our spaces.

RESTROOMS:

- The only restrooms that are available year-round are in the Visitor's and Education Center, and the basement of the Conservatory.
- There are seasonal (warm weather months) restrooms open in the Founder's Garden and a porta-potty located near the rose garden.

APPROPRIATE DRESS ATTIRE:

- Programs will take place outside and inside rain or shine!
- Our garden educators ALWAYS monitor significant weather events in an effort to keep all visitors safe. With that said, weather is unpredictable and we are not trained meteorologists! Always monitor your area so that you can be best prepared in case inclement weather pops up.
- If poor weather is predicted ahead of your scheduled date/time, our education staff will contact the person who registered for the tour in an effort to coordinate a postponement/rescheduling of your tour. Please pay attention to emails and phones if poor weather is predicted.
- If you are scheduled for an outdoor tour, please check the weather and come prepared with rain gear, hats, gloves, warm coats, windbreakers, etc.
- **Indoor activities and spaces are not available unless previously arranged ahead of time.**
- Tennis shoes are STRONGLY recommended. Lauritzen Gardens covers over 100 acres! There is a lot of space and a lot of time on your feet. Tennis shoes allow for students to be as comfortable and engaged as possible.

ACCESS TO INDOOR FACILITIES:

- Groups may use restrooms in the Visitor's and Education Center and the conservatory and may enter and exit via the visitor's center but cannot tour or stay in the Visitor's and Education Center unless they are scheduled for the appropriate guided tour. i.e. If you are scheduled for a garden guided tour, that tour will be held outdoors and will NOT include our indoor spaces.
- **There are NO spaces indoors available to store lunches. Please place lunches inside of totes or coolers so that they can stay together in the grassy area near the bus parking lot. There are shaded areas that are out of the way where lunches will be fine. You may also leave your lunches on the bus if your bus is staying for the duration of your tour.**

- **There are NO spaces indoors available to eat lunches. Lunch will be eaten up at Kenefick Park (up the stairs where the trains are) or in our new patio space that is across from the circle drive of the Visitor's and Education Center.**

ADDITIONAL INFORMATION ON LUNCHES:

- Please inform education staff of your intentions to eat lunch on property at Lauritzen Gardens.
- As a reminder, NO indoor space is available for groups to eat lunch. This includes inclement weather. Please have a plan B if inclement weather is forecasted.
- Outside food is NOT allowed in the Visitor's and Education Center or in any of the garden spaces.
- Water bottles are encouraged in the warmer months. While there are a few water fountains towards the beginning of the gardens, they are not on or serviced at all times.
- Please ensure that trash and other items that your group brings is picked up and placed in appropriate receptacles.
- Attendees who have mobility or special needs of any kind may also use the large ramp that leads up to the top of the stairs and to Kenefick Park in order to eat lunch at that location.

TEACHER AND CHAPERONE GUIDELINES:

- Chaperones must remain with their assigned group throughout the visit and aid in supervision of students.
- **Strollers are NOT permitted on a tour as space is very limited in classrooms and paths. Special needs guests are exempt from this expectation.**
- If attending a guided tour, please be aware that you may be asked to divide your classroom or group. The ratio of children per guide may vary depending upon the type of guided tour.
- If your guided tour, for example, has three tour guides, please note that an adult from the organization needs to be present with each of the three groups.
- For guided tours, please note that some groups may require an altered guided tour format so that the gardens can provide the best possible educational experience. This typically occurs with groups of over 100 members.
- Refrain from cell phone conversations/use during programs. Cell phone usage distracts from the experience and also distracts from a person's ability to monitor their students. Please be a positive role model in regards to using technology and being engaged in the tour experience.

INCLEMENT WEATHER AND TRANSPORTATION:

- Nearly all tours are either entirely outdoors or contain an outdoor component. Indoor space is NOT available for groups to utilize as a replacement for an outdoor tour or outdoor component of a tour.

- Transportation should be arranged in a manner that allows for tour attendees to be transported off grounds should weather cause the tour format to be altered.

FESTIVALS:

- It is recommended that you have an adjustable plan that will allow your group to modify plans while on grounds.
- Each group should be prepared to visit exhibitors and gardens that may not be within their first choices.
- No more than one class at a time should visit an exhibitor. This will help our exhibitors better interact with you and your group.
- Once your group has finished with an exhibitor, please keep your group moving so that others may enjoy.

PHOTOGRAPHY/SOCIAL MEDIA CONSENT:

- Unless Lauritzen Gardens is notified in writing in advance about particular children or their parents or guardians not consenting to the children being photographed or included in any social media posts (Twitter, Facebook, website, use of photos for marketing materials - pamphlets, brochures, posters, etc.), registration serves as consent that children may be photographed and that such photos may be used in garden publications and promotional materials.

TOUR CANCELLATION AND RESCHEDULING POLICY:

- Tours will be canceled or postponed in the case of severe weather such as lightning, hail, tornadoes, or snow/ice accumulation.
- In the event that your tour is fully canceled due to severe weather, your group will receive a full refund for admission charges.
- If bus reimbursement is available, you will not be reimbursed for busing costs for tours that do not arrive at the garden.
- Please do not consider a tour canceled until you have received written (email) confirmation from the education department that the cancellation has been completed.
- If your tour needs to be rescheduled or important information regarding your tour (such as type of tour, lunches, etc.) needs to be altered, acceptance by the gardens 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) have been completed.
- To cancel or reschedule your tour, please call (402) 346-4002 ext. 253 or email at lauritzengardenseducation@gmail.com

PAYMENT AND REFUND POLICY:

- Payment may be made upon arrival or in advance.
- Organizations that require billing must make arrangements with Lauritzen Gardens in advance of the tour.

- Organization/School payment must be made in one sum for all visitors (children and adults) involved in the tour and all related activities (check, credit, or cash is accepted).
- If payment is being made upon arrival at the garden, please complete payment at the front desk of the Visitor's and Education Center with an education staff member.
- Fluctuation in the number of kids that attend your tour as a part of your group, may affect the number of chaperones that can be admitted at no charge.
- Additional Parents/Chaperones, that are not paid for by the Organization/School need check-in at the front desk and pay daily admission.
- No refunds are given once payment has been submitted.

Payment by check can be addressed to:
 Lauritzen Gardens
 % School/Youth Tours
 100 Bancroft St.
 Omaha, NE 68108

EMERGENCY CONTACT NUMBERS WHILE AT LAURITZEN GARDENS:

If injury or illness is non life-threatening:

- Seek the assistance of the nearest Lauritzen Gardens employee
- If no employees are close at hand, call the Lauritzen Gardens main number to request assistance:
 - (402) 346-4002
 - Press the number 0 for the operator when you get the recording.
 - Tell the operator where you are in the garden
 - Describe the emergency and allow staff members to prepare for emergency personnel as needed.
- Contact the Director of Education:
 - Christine Prescott-Jacobsen - (402) 769 5609

If injury or illness is life-threatening:

- If two additional people are available, one needs to call 911 and the other needs to phone Lauritzen Gardens' main number to inform the operator of the situation. The main phone number is (402) 346-4002.
- If only one additional person is available, call 911.
- Inform the 911 dispatcher that you are at Lauritzen Gardens, 100 Bancroft Street and approximately where you are within the gardens.
- Then inform the Lauritzen Gardens main number that you have called 911.
 - Call (402) 346-4002
 - Press the number 0 for the operator when you get the recording
 - Briefly describe the emergency and allow staff members to prepare as needed for emergency personnel.
- AED: In the Visitor's and Education Center near the front desk.
- First Aid Kits: Most Lauritzen Gardens employees have small kits on or near them. Most indoor spaces/rooms have accessible kits.

It is recommended that you take a picture with your phone of the above information in case any of these situations arise while you are at Lauritzen Gardens.

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OTHER INFORMATION:

- Tram rides are not available for any school/youth tour groups.
- During the warmer months, please note that morning tours may encounter lawn care workers and horticulture staff members who are present and working through their morning assignments. These assignments could include mowing, leaf blowing, watering spaces, trimming, etc.
 - We certainly apologize for the inconvenience but please know this regular maintenance is required to keep your gardens as beautiful as possible throughout all seasons.
- While on your outdoor tour of the gardens, please be aware of the small vehicles that utilize the walking path. Our horticulture staff utilizes small vehicles of various kinds in order to transport needed materials to various locations. This is also true for our maintenance staff. During the warmer months, the tram is also in service. Simply being aware of your surroundings is very helpful and beneficial to ensure the safety of all people involved.
- If the attendance for your group falls below the minimum level required for your tour type, guided or self-guided, the gardens reserve the right to alter or cancel your tour.
- **At this time, Lauritzen Gardens is undergoing a transformation! While we are certainly excited about the upcoming changes, this comes with an abundance of caution as well.**
 - **Spaces affected: current children's garden area (near the rose garden), and the former Green House location at the back of the Visitors and Education Building - large fencing, large construction equipment and materials will be on site**
 - **We ask that you are cautious and aware of your surroundings while near these areas.**
 - **We also ask that you abide by any posted warnings or signage that is placed throughout the gardens in order to keep safety at the forefront.**
- **Please be diligent in passing along this information to any members of your group whom you feel need it. This can include students, additional family members, additional staff, etc.**