



Group Reservations Frequently Asked Questions

Q: How many people are considered a group?

A: It takes 15 people to be considered a group and receive group rates.

Q: Can I bring a group in at any time and pay group rates at the ticket counter?

A: No. Group rates only apply to pre-paid group reservations.

Q: Can I make a group reservation for any day of the week?

A: No. Group discounts are available during weekdays only and are subject to availability.

Q: What is the group rate per person?

A: \$8.00 per person from the ages of 13 months up. Children from birth to 12 months will not be charged. They can however, be counted in the number of people required to reach the group count of 15.

Q: Is there an adult to child ratio requirement?

A: Yes, Children 0-2 years: 1 Chaperone/ 3 Children

Children 3-8 years: 1 Chaperone/ 5 Children

Children 8+ years: 1 Chaperone/ 10 Children

Q: How do I arrange for a group to come to Pretend City?

A: Admission to the museum at the group rate requires a reservation, confirmed count, and group payment in full.

For groups of 15 to 30 people:

You will need to reserve at least 48 hours in advance of the museum opening time (10am) on the day you are planning to visit. For example: if I plan to come any time on a Wednesday, I need to have made my reservation and payment, and received my confirmation email BEFORE 10am on the Monday of that week.

For groups of 31 or more people:

You will need to reserve at least 2 weeks in advance of the day you are planning to visit. This time is needed to properly staff the museum for your group's visit.

Q: Does leaving a phone message or sending an emailing request constitute making a reservation?

A: No. A reservation requires confirmation of the date requested, a payment and contact information for the group organizer. A confirmation number will then be issued to your group and with that confirmation number you have a confirmed reservation.

Q: How do I make a reservation for a group to come to Pretend City?

A: Reservations are processed Monday through Friday from 9am to 5pm only and are subject to availability. You can call the main line and ask for group reservations. Or you can call our Group coordinator directly (see numbers below). She will ask for the following information:

- How many people are in your group?
- How many of those people are ages birth to 12 months?
- Will you pay with a credit card over the phone or drop a check by the museum at least 24 hours in advance of your visit to confirm attendance?
- What is your telephone number and email address – so that we have the appropriate contact information for your group?
- What is the name of your group (brownie group, MOM's group, etc)?

Q: How will I know when my reservation is confirmed?

A: The Group Coordinator will issue you a confirmation email with a group confirmation number. That confirmation number will be required by all parties in your group for admission into the museum.

Q: What do I do if I can not get through to the Group coordinator when I make my initial call?

A: Please leave your name, phone number and email address and someone will contact you within 24 weekday working hours. Reservations are processed Monday through Friday only so please call early to make reservations!

Q: How many credit cards can be used for payment of a group?

A: One credit card or one check is required for payment of the entire group.

Q: Does my entire group have to arrive and enter together?

A: No. However, in order to enter the museum, each adult in the group needs to identify him or herself to the ticketing staff by giving them the group confirmation number. Each adult will then confirm the number of children they are bringing in. If for any reason, the total number of guests presenting the confirmation number exceeds the number of reserved spaces, the ticketing staff will charge regular admission prices for any guests beyond that reserved number.

Q: Is there a refund if the total number of people do not show up to use the group purchase?

A: No.

Q: Can any absent members of a group use their confirmation number to visit on another day?

A: No – the group reservation is for a specific day and can only be redeemed on that day.

Q: Can I add members to my group after my group reservation has been confirmed?

A: Yes. As long as you add members and make the additional payment at least 24 hours in advance of 10am on the day of your scheduled visit.

Q: If the entire group has to cancel for a day that has been reserved, can they apply their reservation to another day?

A: Yes, you can apply your reservation to a new date within 6 months of the original date. Reservations canceled at least 24 hours in advance may be applied to another day that still has availability for additional groups. The Group coordinator will offer days with availability and the group can choose from the days available. No refunds will be issued for any group cancellations. Only changes requested at least 24 hours in advance of 10 am on the date of the scheduled visit, will be re-applied to a new date.

Reservation Information	
General Phone Number	949.428.3900
Group Reservation Direct Number - Noelle	949.428.3900 x 202
Minimum number of people in a group	15
Minimum notice for groups of 30 or less	48 hours
Minimum notice for groups of 31 or more	2 weeks notice
Maximum number of people in a group	60
Cost per person	\$8.00 except infants 0-12 months
Reservations for groups of 30 or less must be paid in full 48 hours prior to 10 am on the day of the visit.	
Reservations for groups of 31 or more must be paid in full 2 weeks prior to the day of the visit.	
A Confirmation number is needed by all adult guests for entry.	
Please forward your confirmation email with the Group Q&A sheet to EVERY MEMBER OF YOUR GROUP so that each adult has all of the information related to group visits!	
Group members arriving prior to 10am must wait in their vehicles.	