



# GUEST CONDUCT POLICIES

January 2016

**ALCOHOLIC BEVERAGES** - No alcoholic beverages may be brought into the Florida Aquarium; nor may guests take any alcoholic beverages out of the aquarium. Florida law prohibits the sale of alcoholic beverages to persons under the age of 21. While we typically ID 30 and under we reserve the right to require any individual to show proper ID when purchasing alcoholic beverages and the ID of their guests if they are purchasing drinks for other individuals. City Ordinance Sec. 14-97. applies to the Florida Aquarium.

**ANIMALS** - Animals are not permitted inside the Florida Aquarium with the exception of an ADA defined service animal (dog that is trained to do work or perform tasks related to and for a person with a disability and miniature ponies 24-34" high and 70-100 lbs). The service animal must be under control (tethered and/or voice and signal control if tethering interferes with their duties) and housebroken at all times. The pond area of the parking lot is the dedicated area for service animal "bathroom" breaks. If the service animal is not in control the owner will be required to remove the animal from the premises.

We prohibit unattended animals left inside cars, RVs, or other transport parked anywhere on our property. We will take appropriate measures as need to protect the animals.

**BAG CHECK/PROHIBITED ITEMS** - For the comfort and security of all guests, we reserve the right to inspect all bags and wrapped items. The following items are prohibited:

- Hard containers or coolers of any kind, type or size

- Balloons and beach balls

- Bullhorns, air horns, vuvuzelas, lasers, bubble machines and whistles

- Weapons & ammunition

- Fireworks

- Alcoholic beverages of any kind

- Electronic equipment that interferes with other guest's enjoyment

- Full-sized bats, sticks or other blunt instrument, banners and flags with sticks, poles or items

- Clothing, banners, signs, or markings (permanent or other) with obscene or offensive messages

- Folding/lawn chairs

- Coolers and Food & Drink (see exceptions under Food Policy)

Management reserves all rights to the interpretation of prohibited items and may alter or amend the list of prohibited items at any time. The above list is not exhaustive. We suggest using gift bags in lieu of wrapped boxes for presents.



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**CHILDREN/MINORS** – Less than 14 years of age must be attended to by an adult parent or guardian at all times in no less than a 10:1 ratio. The water play area requires adult supervision of all children/minors at all times.

**EJECTION/TRESPASS/DENIED ENTRY\*** - The Florida Aquarium reserves the right to deny entry, eject and trespass any individual without liability from the aquarium and aquarium property for the following: guest interference, public intoxication, using offensive language, wearing garments with offensive language, disruptive, dangerous or obnoxious behavior, throwing objects, smoking inside the aquarium, public indecency, nudity, public urination, entering restricted areas, harming, yelling, teasing or threatening animals, staff or guests either verbally, telephonically, or in writing (to include social media), violating laws and ordinances or facility policies and any and all other behavior deemed inappropriate by aquarium management. If you are part of or hosting an event at the Aquarium violation of guest policy may result in cancellation of the event.

**FOOD AND WATER POLICY** - Guests are not permitted to bring food into the Florida Aquarium for individual consumption, except food needed for medical purposes, food allergies, or for infants, water in bottles (one per guest). Exceptions must be pre-arranged by contacting guest services at 813.273.4000. Weddings, corporate events and other social events that rent spaces are allowed to bring in cakes. Children's birthday party packages reserved through the Education department include a cake with the party package, for exceptions please contact Education Reservations at (813) 273-4015.

**GUEST CONDUCT** - The Florida Aquarium is committed to creating a safe, comfortable and enjoyable experience for our guests. Avoid foul, abusive or obscene language or gestures. Please drink responsibly. Consumption of alcohol by impaired, intoxicated or underage guests will be handled in a prompt and safe manner. Clothing considered to be indecent, obscene, or offensive in nature and/or that detracts from our family-friendly atmosphere will not be tolerated. Non-medical related masks and costumes are not allowed except if previously authorized by management. Follow staff directions in case of emergency. Please throw your litter and recycling in the proper trash cans.

**LOST & FOUND/MISSING CHILDREN OR PARENT** - If you find or lose an item or family member, please proceed to Guest Services on the main lobby or feel free to seek assistance from an aquarium staff member (many are present throughout the aquarium).

**SMOKING** – Smoking, including e-cigarettes, is prohibited inside the aquarium, Bay Spirit and outside café and water play areas. Guests may smoke in the front entrance area only. Smoking in open, uncovered (i.e. no roofs) areas of the water play area is allowed during evening private events only.

**STROLLERS** – Owner/Renter maintains responsibility for their stroller and other belongings during their visit. Strollers left dockside during the wild dolphin cruise should not have any valuable contents left in them.



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*Guests who choose not to adhere to the above conduct policies are advised that their conduct may lead to denied admission, ejection and/or arrest. \*The Florida Aquarium Management reserves unto itself, and itself alone, the right to determine what is considered indecent, obscene or offensive, what unruly behavior is, what constitutes a disturbance and what items may or may not be allowed into the aquarium.*