



Group Sales Reservations at Frost Science Frequently Asked Questions

1. What should I do before I make a reservation for a group visit?

Groups of 20 or more can save with discounted admission tickets if they are purchased online at least two weeks in advance of the visit.

For 20 to 49 tickets, please search and [book online](#) at any time. You will need to select:

- Date of group sales reservation
- Frost Planetarium showtime
- Ticket quantity (adult and youth)
- Food and beverage needs (*if applicable*)

For larger groups needing 50 or more tickets, please fill out our group sales request form [here](#) to qualify for additional discounts.

Tickets are non-refundable. All admissions are date specific, and the Frost Planetarium shows are time-specific. Individual tickets will be issued for each person in the party and will be sent to the confirmation email provided during the payment process. The entire group must bring their tickets on the day of the visit. Tickets can be printed or displayed on a mobile device.

2. What are the food and beverage options at Frost Science?

Constellation Culinary Group is Frost Science's exclusive caterer. They offer several group sales menu packages to accommodate all your needs. Food and beverage options include lunch boxes, hot lunch, grill station, and kids lunch boxes. The selected food and beverage items are priced and quantified based on guest count. No outside food or beverages are allowed. Food and beverage must be purchased online at this link [here](#). Please email frostgroupsales@constellationculinary.com for any food and beverage questions.

Please note that no cancellations or changes to the lunch orders can be made within five (5) business days of your visit. Any changes must be requested no later than five (5) business days prior to your visit. We also require one week notice for all lunch orders.

3. How do I book a reservation for more than 50 guests?

Please fill out our group sales request form [here](#) for groups of 50+ to qualify for special discounts or you may contact us at groupsales@frostsience.org. Please contact us in advance for any special requests or needs.

4. What time do group visits take place?

Groups can check-in any time after 10:00 a.m. Frost Science opens daily at 10:00 a.m. and groups cannot enter prior to opening under any circumstances. The last group of the day can enter no later than 4:00 p.m. The museum is open daily from 10:00 a.m. to 6:00 p.m. (subject to change without notice).



The suggested visit time at the museum is approximately two to three hours, including a Frost Planetarium show. We suggest allowing time in your itinerary for lunch at Food@Science, the museum's café, to pick up your pre-purchased goody bags (if applicable), and to visit the Science Store gift shop.

Late groups might miss scheduled activities, such as the Frost Planetarium show and will not have an opportunity to reschedule for later shows or receive a refund.

5. How far in advance can I reserve a group sales reservation?

We accept group sales reservations up to a year in advance.

6. What happens if my guest count changes?

Group visit tickets are nonrefundable upon purchase. If you need to increase your guest count, you can reach out to groupsales@frostsscience.org and request to purchase additional admission tickets. You will be subject to regular rates the day of the visit should you have any additional guests in attendance that are more than the reservation amount.

7. How do I change my group visit date and time?

Please note tickets are non-refundable and are date and time specific.

8. Will our group have a designated location to eat lunch?

No, all groups must enjoy lunch at the Food@Science outdoor tables (if available) or outside on the museum's Science Plaza. Please note our lunch areas are outdoors and seating for lunch may be limited. Seating is not guaranteed, it is based on a first-come, first-served basis.

9. What is the minimum number of guests to qualify as a group?

The minimum number of guests to receive the discounted group rate is 20 people.

10. What does the group admission ticket include?

The group admission ticket includes museum admission, including access to our special exhibition when available, and one Frost Planetarium show. All group visits are self-guided, and it is the group responsibility to arrive at the ticketed planetarium showtime at least 10 minutes in advance.

11. What items are prohibited from the museum?

Prohibited items include weapons of any kind, e-cigarettes/cigarettes, illegal drugs, alcohol, bicycles, wheel-heeled sneakers, scooters, laser pointers, tripods and monopods and large selfie sticks. Food and drink, other than bottled water, are not permitted inside any museum exhibitions.

12. Can we purchase goody bags?

Absolutely! You can pre-purchase goody bags from the museum's [Science Store here](#). Pickup is available at the store from 11:00 a.m. to 6:00 p.m. With every purchase of a goody bag, you will receive a free drawstring backpack valued at \$5. You can also visit the Science Store for the perfect souvenir. The store is open daily from 11:00 a.m. to 6:00 p.m.

13. Is there a payment deposit needed to reserve?

FROST SCIENCE

No, payment must be made in full at the time of booking. Please note that all sales are final and there are no refunds or rescheduling allowed.

14. What is the cancellation policy?

Please note that all sales are final and there are no refunds or rescheduling allowed.

15. Do you have designated parking assigned for groups?

The museum does not have dedicated bus parking, only a bus drop-off location. Buses may use the Museum Drive bus bays for drop-off and pick-up only. The onsite parking garage is available at a flat rate of \$15.00 per day (based on availability). Please note that the garage clearance for vehicles is 7'2". Wheelchair accessible entrances and elevators are available.