



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

For groups 10 or more, please fill out the group sales request form [here](#) and tickets will be sent directly to you after payment is received.

Tickets are non-refundable. All admissions are date specific; 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 cater. They offer several group sales menu packages to accommodate all your needs. Food and beverage options include breakfast boxes, adult and youth lunch, and family style options. The selected food and beverage items are priced and quantified based on guest count. No outside food or beverages are allowed. Please email groupsales@frostsscience.org for any food and beverage questions.

Please note that no cancellations or changes to food 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 food orders.

3. 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 Monday – Thursday 10:00 a.m. to 5:00 p.m. and Friday – Sunday 10 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 commemorative souvenir (if applicable), and to visit the Science Store gift shop.

Late groups might miss scheduled activities, will not have an opportunity to reschedule for later shows, or receive a refund.

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

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

5. 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.

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

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

7. 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. Private space meeting rentals are available upon request, please email groupsales@frostsscience.org.

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

The minimum number of guests to receive the discounted group rate is 10 people.

9. 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 their selected planetarium showtime at least 10 minutes in advance.

10. 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.

11. Can we purchase souvenir gift bags?

Absolutely! You can pre-purchase souvenir gift bags, please contact groupsales@frostsscience.org. You can also visit the Science Store for the perfect souvenir. The store is open daily Monday – Thursday 11:30 a.m. to 5:00 p.m. and Friday – Sunday 11:30 a.m. to 6:00 p.m. (subject to change without notice).

12. Is there a payment deposit needed to reserve?

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.

13. What is the cancellation policy?

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

14. 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 \$18.00 per day (based on availability). Please note that the garage clearance for vehicles is 7'1". Wheelchair accessible entrances and elevators are available.

