



## Meetings & Event Rentals at the Phillip and Patricia Frost Museum of Science Frequently Asked Questions

### **1. When can events start and end at the museum?**

Event start times are based on which venue spaces are being rented. Any daytime venue spaces that are being rented can start as early as 8:00 a.m. Evening rentals start time range between 7:00 p.m. – 8:00 p.m. depending on the venue spaces and time of the year. Start times are subject to change.

### **2. Can I host a private event during normal business hours?**

Absolutely! We have two available venue spaces for daytime rentals. However, our main Aquarium rental spaces are available after the museum closes to the public.

### **3. Will my guests be able to visit the exhibitions during my after-hours event?**

You can purchase tickets for your guests to roam the museum during operating hours. The museum is open from 10:00 a.m. to 6:00 p.m. daily (subject to change without notice). Access to museum exhibition galleries not included in the function space can be added on to the event for an additional charge. Please consult a member of the museum's events team for information, pricing, and availability.

### **4. What time can I begin to set up for my event?**

Set up time varies based on the equipment being brought in. We do not fully close an exhibition during operating hours as we prioritize the guest experience. However, we work with you and create a load-in schedule to ensure a smooth set up experience.

### **5. Will I be able to bring in my own catering company?**

The museum has engaged Constellation Culinary Group as its exclusive caterer. Clients must use Constellation for all food, beverages, and other related services and items in connection with their event. All costs for food, beverage, and related services shall be separately paid by the client to Constellation and none of such costs are included in the museum venue rental fee. Outside food and beverages are not allowed.

### **6. Is there a deposit required upon booking?**

A non-refundable deposit of 50% of the total contracted fee is required to hold the reservation. For events contracted less than 45 days prior to the event date, the contracted fee must be paid in full upon execution of the agreement. A final client headcount and balance paid in full are due no later than 45 days prior to the scheduled event date. The museum accepts event payments via ACH, wire transfer, or credit card. All credit card payments are subject to a 3% processing fee. If payment is made by a payment method other than credit card, the museum requires that the client provide the museum with a signed credit card authorization form 30 days prior to the event so that museum may charge the credit card account at departure if additional expenses are requested by the client or surcharges are required by the museum.

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## 7. Can I bring in my own vendors?

Yes! You can bring in your own vendors apart from A/V and catering. We work exclusively with Constellation for catering services. The museum has engaged STR-Miami as its exclusive external audio-visual provider.

Should the client elect to utilize outside vendor(s) on museum premises during the event, the client must notify the museum at least thirty (30) days in advance of the event with the name of such vendor(s). Depending on the scope of services, the museum may require that the client's outside vendor(s) sign a hold harmless and indemnification agreement. In addition, outside vendor(s) will be required to provide proof of insurance in amounts acceptable to museum (amounts and types of insurance to be determined in museum's sole discretion based on the type of services the outside contractor will be providing) before the outside vendor will be allowed to provide services on museum premises. The client is ultimately responsible for the actions of all vendors. All vendors shall be subject to the prior approval of the museum and the rules and regulations of the museum.

## 8. Where should my guests park?

Guests can park inside our covered parking garage. We also offer valet services, available per request. If you would like to provide complementary parking for your guests, it would be \$18 per vehicle.

## 9. What if my guest has a special dietary request?

Constellation will work with you on special dietary requests as needed.

## 10. What enhanced experiences of the museum can be combined with a reception, dinner, or meeting?

Please visit our [Enhanced Experiences webpage](#) to view our different options. They include:

- Scuba divers
- Exterior building lighting
- Scavenger hunt
- Guest speaker
- Guided tours
- Private laser show in the Frost Planetarium
- Gift bags
- Team building activities

## 11. Does the museum have an approved list of vendors?

We have a preferred vendor list we can share with our clients. However, you are more than welcome to bring in your own décor. Please keep in mind we do have some restrictions due to having live animals on property. Décor elements must not endanger the exhibits, animals, or the museum building. All décor plans must be submitted in writing no later than thirty (30) days prior to the event for review and approval by museum. Décor and florals are to be removed immediately following the event unless other arrangements are expressly made in writing. For the safety of our animals, confetti, bird seed, rice, glitter, pyrotechnics, spray paint, aerosols, smoke machines, taper candles, and other potentially dangerous or damaging items may not be used during the event. Due to potential harmful impacts on

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our animals, all plants and flower arrangements must be submitted to the museum at least fourteen (14) days prior to the event for approval by the museum's veterinarian.

**12. In addition to the rental fee, are there additional costs to hosting an event at the Frost Science?**

The rental rate includes space preparation, basic utilities, and an event coordinator. The museum separately charges for staffing costs, including but not limited to security and housekeeping personnel, as determined necessary by the museum to guarantee the safekeeping of the museum's property and assets. These costs will be determined at the time of the booking.