



## **SNAP EBT CARDHOLDERS – PHASE 1 REOPEN TICKET INFORMATION**

*As of May 19, 2020*

For your safety, **ALL Aquarium visits now require a timed ticket and must be reserved online.**

EBT cardholders continue to receive complimentary admission but **MUST** reserve a timed ticket online using a specific **PROMO CODE**. **Each card admits the person whose name is on the card and up to 3 guests.** Timed tickets **MUST** be reserved for every person in your party *including children 2 and under.*

Please note: EBT additional guest tickets (\$5 each pre-COVID up to 4) are not available during Phase 1 Reopen. We apologize for the inconvenience.

Hours of Operation: 10:00am to 6:00pm (Last admission at 5:50pm). Tickets are available for the following timeslots:

- 10am to Noon
- Noon to 2pm
- 2pm to 4pm
- 4pm to 6pm

\*In accordance with social distancing and Phase 1 Reopen guidelines from the state of Connecticut, there is a set maximum number of guests allowed on campus at any one time. Therefore, there may be days that are “sold out”. If this occurs, please select another date to visit.

**To enter the Aquarium, SNAP EBT cardholders MUST show their EBT card, valid matching personal identification and timed tickets.**

### **SNAP EBT CARDHOLDERS – ONLINE TIMED TICKET PROCEDURE**

- Email [TimedTicketsEBT@MysticAquarium.org](mailto:TimedTicketsEBT@MysticAquarium.org) for promo code **AT LEAST 24 HOURS IN ADVANCE** of when you want to get your timed tickets.
- Once you receive the promo code from us in your email, please go to [www.mysticaquarium.org/visit/tickets](http://www.mysticaquarium.org/visit/tickets).
- Enter the promo code you have received by email. This sets the price to \$0.
- Select the time slot for your visit, then the quantity/type of ticket.
- Select ‘Purchase’ on the bottom.
- Select ‘Check Out’ on the next page.
- Select ‘Enter Payment Information’ on the next page. You will not be asked to pay or to enter credit card information – this will complete the transaction at \$0.
- Timed tickets will be sent to your email as a .pdf attachment and can be scanned on your phone at the Aquarium front gate.



**IMPORTANT:** All guests must have a ticket when you arrive to gain entry to the Aquarium. No tickets will be sold in person at the front gate. Guests without a ticket will be denied entry and encouraged to purchase tickets online and return for entry. We also ask that you stay in your vehicle in the Aquarium parking lot until the time period of your reservation begins. Guests will not be granted access outside of their time slot.

Our Guest Services team will be operating at a limited capacity to assist with membership and ticketing issues only. **Purchasing and/or reserving timed tickets must be done online prior to your visit.**

Admission is contingent upon adherence to new safety precautions on campus, including:

- **Online timed-tickets** for admission with a set maximum capacity for each timeframe.
- **Discreet mandatory temperature screening** for guests at Aquarium entry.
- **One way pathway** throughout the campus with clear social distance markers.
- Guests are required to **wear face coverings** (covering nose and mouth) when on Aquarium grounds. Please bring a mask with you as any guest without one will be denied entry unless there are specific exceptions for that guest in line with the Americans with Disabilities Act (ADA).

Mystic Aquarium reserves the right to deny access to the campus for any noncompliant guest.

For more information, please visit [www.mysticaquarium.org/reopen](http://www.mysticaquarium.org/reopen).