TICKETING
Please help our staff assist you! For all ticketing concerns, you must email tc@fpconservatory.org. Using any other method will likely result in your message going unanswered.

PROCEDURES
* It's strongly recommended that all guests, including members at all levels, reserve tickets online in advance. Many nights will sell out!
* SPECIAL ENGAGEMENT RATES are in effect for Pumpkins Aglow.
* The Conservatory will close to the public at 4pm before Pumpkins Aglow begins at 5pm.
  * Closing after General Admission allows the facility to be cleaned and set up for Pumpkins Aglow.
  * Guests will not be permitted to stay in the Conservatory buildings or interior grounds from 4-5pm.
* Pumpkins Aglow occurs regardless of weather, please plan accordingly.
  * The interior Conservatory will be open each night and guests can take shelter inside during inclement weather.
  * Portions of the Conservatory may be closed for private events.
  * No refunds will be issued due to weather.
* Doors open at 5pm, please arrive within 30 minutes of your scheduled ticket time.
  * Timed ticketing allows for capacity control and improves the check-in process.
  * Please have tickets ready to be scanned when you arrive at the front desk. Tickets can be printed or scanned from a smartphone.
* If you want to renew your membership or purchase a new membership, please do so ahead of your visit to Pumpkins Aglow.
  * Members receive discounts on special engagement tickets and having tickets ready to scan will expedite your admission.
  * Membership purchases and renewals are available ONLINE.
* Any guests with mobility challenges can be dropped off in the bus loop right outside the main entrance.

REFUNDS & EXCHANGES
* Admission tickets are non-refundable.
* No refunds will be issued due to weather.
* All requests for exchanges must be made at least 48 hours in advance of your reserved ticket time.
* Requests must be directed to tc@fpconservatory.org. Using any method may result in the request going unanswered.
  * Email your exchange request to tc@fpconservatory.org. Include your name, email address used to reserve tickets, and the date and time you would like your tickets moved to.
  * A $5 fee per reservation will be assessed for all ticket exchanges.

CANCELATION
If the Conservatory determines that conditions warrant canceling an event, a message will be posted on our website and on social media. Guests with reserved tickets will be contacted directly.

HEALTH & SAFETY
* Guests should visit another day if they do not feel well and continue to use everyday preventative measures (e.g. wash hands, cover coughs, etc.) before, during and after their visit.
* The Conservatory practices thorough sanitization procedures and utilizes air purification systems that kill airborne viruses and neutralize harmful pollutants.
* The Conservatory's parking lots fill up quickly during these evening events. Additional parking is available within Franklin Park, but it is a greater distance from the main entrance. Please plan accordingly.
* A full list of operational procedures is available HERE.