

## Know Before You Go

### TICKETING

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

### PROCEDURES

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- 🌿 **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 *Conservatory Aglow*.
- 🌿 Free parking is available in the paved parking lots (A & B) just east of the main Conservatory building and in the Wells Barn parking lot. The parking lots are accessible from E. Broad Street. Please remember not to leave unsecured valuables in your vehicle and always lock your doors.  
  
If the Conservatory is busy, parking lots may fill up quickly. Security will be on hand to direct traffic on busy days/nights. Additional parking is available within Franklin Park at the Adventure Center, on Conservatory Drive and Broad Street, but it is a greater distance from the main entrance. Any guests with mobility challenges can be dropped off in the bus loop right outside the main entrance.
- 🌿 The Conservatory will **close to the public at 4pm** before *Conservatory Aglow* begins at 5pm.
  - Closing after General Admission allows the facility to be cleaned and set up for *Conservatory Aglow*.
  - Guests will not be permitted to stay in the Conservatory buildings or interior grounds from 4-5pm.
- 🌿 ***Conservatory 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**.
  - 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 *Conservatory 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

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- 🌿 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](mailto:tc@fpconservatory.org). Using any method may result in the request going unanswered.
  - **Email your exchange request to [tc@fpconservatory.org](mailto:tc@fpconservatory.org).** Include your name, email address used to reserve tickets, and the date and time you would like your tickets moved to.

### CANCELLATION

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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

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- 🌿 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.
- 🌿 A full list of operational procedures is available **HERE**.