



## TICKETS

### **What is the cost to enter the exhibit?**

There is no additional cost beyond Garden admission. Adults are \$15.00, Students 4-17 (and college students with identification) are \$5.00. Children (3 & under) are FREE. That being said, exhibit admission **does sell out**, and reservations are often necessary. You can register online, via our website, or by calling 989 631 2677 (Monday - Friday).

### **Should I purchase tickets, for Butterflies in Bloom, in advance of my visit?**

We highly recommend buying tickets prior to your arrival. Admission frequently sells out, during peak times (particularly weekends and during Spring Break week).

### **How do reservations work?**

With a timed ticket, a pre-established number of guests enter during each interval, allowing for shorter lines and a better viewing experience. Once in the exhibit, guests are welcome to explore at their leisure. Tickets will be checked at the Visitor Center and at the exhibit entrance.

### **I have a reservation. When should I arrive?**

Please plan on arriving at our Visitor Center at least 15 minutes prior to your ticket time. To expedite the check in process, have a copy of your reservation ready (a printed copy or simply displayed on your mobile device is fine). There is a .25 mile walk (barrier-free) to the conservatory from our 1809 Eastman Avenue Main Entrance. Your ticket time is based on your arrival at the exhibit entry.

### **What if I arrive late?**

We will make every effort to accommodate late arrival. However, you may have to wait for the next available time slot.

### **We didn't know about timed ticketing. Will we be admitted?**

For comfort and safety, capacity in the conservatory is limited. If all times are sold out then you may need to return on a different date or time. We'll be happy to help you reschedule your visit.

### **How do I receive a discount if I am an annual passholder or a child (5 & under)?**

Annual passholders can login into the ticketing system to make their complimentary reservations. All attendees must have a ticket to enter the exhibit.

## CANCELLATIONS

### **What happens during inclement weather?**

Safety is our number one priority. Visiting our Gardens is a largely an outdoor experience, and weather-related closures do occur even into the spring months. We encourage guests to visit our social media pages, or our website, prior to making the trip. If the Gardens close, for any reason, you will be able to reschedule your reservation, as available.

### **Can I cancel my reservation? Can I exchange my ticket for another time?**

All sales are final. If you have an issue with your reservation please give us a call (Monday - Friday) at 989 631 2677.

## THE EXHIBIT

### **When can I see the most butterflies?**

Butterflies are available 10AM - 4PM all week long (even Easter!). They are more active on warm, sunny, days. On cloudy, cooler days the butterflies are restful and may be more difficult to spot. During this time you are more likely to see them resting on a visitor's fingertip or clustering with their own species.

### **When do you have the most butterflies?**

The butterflies have been emerging for weeks at the time the exhibit opens. Chrysalis continue to arrive throughout the length of the exhibit. Emergence varies.

### **Can we take photos in the exhibit?**

Photography is welcome and encouraged! Your photography/videography may not interfere with other guests' enjoyment or block paths. Drone photography is strictly prohibited. The exhibit is open late on Wednesdays (until 7:30PM). This is generally a quieter time for photo taking.

### **What do you do with the butterflies when the exhibit ends?**

Our butterflies are native to countries like Ecuador, Africa, and Costa Rica. Therefore, USDA regulations prohibit us from releasing them into the wild. A butterfly's average life cycle is about 2-4 weeks. After the exhibit, the conservatory is closed, and the butterflies are quarantined for the remainder of their life span.

### **Can I bring a stroller?**

A barrier-free pathway is available for wheelchairs and strollers. Wheelchairs are welcome in the conservatory. We do ask that you leave strollers in the designated parking area, just outside of the exhibit.

## FREQUENTLY ASKED QUESTIONS

