

# Lincoln Park Conservatory Covid Restrictions: Frequently Asked Questions

Helping you prepare for booking a visit to the Lincoln Park Conservatory

## 1. How can the Lincoln Park Conservatory reopen the indoor gardens safely?

- In partnership with the Chicago Park District, the Mayor's Office and the State of Illinois, we are complying with guidelines and directives due to COVID-19 as we continue to implement new operation protocols.
- The number of people admitted at one time will be at reduced levels to help ensure social distancing. Reserved, timed admissions help maintain visitor numbers.
- Staff and visitors to the Conservatory are required to wear a mask that covers nose and mouth at all times.
- One-directional travel through the Conservatory, one loop through the display houses, and no re-admittance help limit everyone's exposure and maintain everyone's safety.
- This plan will only work with your cooperation. By respecting protocols together, we can offer everyone an opportunity to enjoy the gardens.

## 2. What are your open hours?

- 10:00 am – 3:00 pm Friday through Sunday (last entry at 2:00pm). Please arrive at the start of your ticket entry time. ABSOLUTELY NO LATE ENTRIES.
- Visitors admitted to the Conservatory every fifteen (15) minutes.
- Failure to arrive within 5 minutes of the start of your visit time may be regarded as a cancellation and result in your ticket being given to another visitor.
- These adjusted hours will help staff safely care for the plants and the building.
- Some times may be blocked out for staff to provide plant maintenance and for enhanced cleaning protocols

## 3. How do I plan a visit?

- You must book a reservation for a specified date and time on-line at Eventbrite. Tickets are posted every Friday. <http://LincolnParkConservancy.eventbrite.com>
- Review this FAQ and visit <https://lincolnparkconservancy.org/plan-a-visit/> to learn more.
- If you need help, please contact us at [LPCevents@LincolnParkConservancy.org](mailto:LPCevents@LincolnParkConservancy.org) or call 773-883-7275. Bookings can only be made up to one week in advance.

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### 4. What is the admission fee?

- There is no admission fee. We welcome donations from those who are able to give.
- Suggested donation is \$10 per adult and \$5 per child.
- On-line donations are strongly encouraged to minimize the time spent in the entry and can be made here: <http://weblink.donorperfect.com/LPConservatory>
- Or text: Conservatory to 855-253-9843 to make a donation
- Cash, checks, and credit cards can be taken in the lobby.
- Help us keep the Conservatory free by making a donation.

### 5. Can I walk up and book a visit?

- Reservations are required and are available online at <https://LincolnParkConservancy.eventbrite.com>
- Any un-claimed tickets may be released at the discretion of the Conservancy staff.

### 6. How many people can I bring with me on my visit?

- Reservations can be made for parties of up to 6 people. When reserving a time, please indicate the number of children, adults, and seniors in your party. Every person, including infants, in your party needs to be included in your reservation to help us manage capacity.

### 7. What time should I arrive? What if I arrive early or late?

- You should arrive as close as possible to the start of your reservation time.
- ABSOLUTELY NO LATE ENTRIES. We encourage everyone to arrive at the start of your ticket time to enjoy your 60-minute reserved visit to the indoor gardens.
- Please be prepared to wait in a line outside. Have your reservation ready to show on your phone or state your name when you check in.
- If you miss your reservation start time, your ticket may be cancelled and given to another visitor.

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### 8. Can we leave and come back during our visit?

- No re-entry is permitted once visitors enter on the one-way path during their reserved time. Visitors will not be allowed to double-back, even to use the restroom, on one-way paths.
- Visitors are only allowed to go through the display houses one time, a second time around counts as a re-entry.

### 9. What should I expect before and during my visit?

- Tickets are required for entry.
- Timed entry occurs every 15-minutes from 10:00 am to 3:00 pm with the last entry at 2:00 pm Friday through Sunday.
- A 10:00 AM – 11:00 AM ticket is an entry between 10:00 AM and 10:05 AM and an exit by 11:00 AM.
- Reservations are good for a 60-minute visit to the indoor gardens. ABSOLUTELY NO LATE ENTRIES. Failure to arrive at the start time listed on the ticket may result in it being canceled and given to another visitor.
- All guests and staff are required to wear face masks over nose and mouth.
- Please be prepared to wait in a line outside with 6 feet between you and the next party. Be prepared to share your name and visit time or have your reservation ready to show on your phone or a printed confirmation of your reservation.
- Entry and check-in will happen via the main Conservatory entrance on the East side of the main doors (closer to the Zoo).
- All guests are directed to move counterclockwise through all four rooms of the Conservatory. Your visit will allow only one loop through the display houses. For everyone's safety, no reentry to any room and no back tracking within a room, is allowed at this time.
- Please use the bathroom before or after your visit, as no re-entry is allowed.
- Exit will happen through the west side of the lobby through the main entrance doors (closer to the street).
- If you choose to donate on-site, cash donations or checks can be dropped in the donation box contact-free. We also have text to give, on-line, and credit card donation options. Staff cannot give change.
  - <http://weblink.donorperfect.com/LPConservatory>
  - Text: Conservatory to 855-253-9843
- Please practice social distancing – stay at least six feet away from staff and visitors not in your party. Please follow the one-way path.
- Please minimize touching the plants and surfaces throughout the Conservatory. Only essential staff will be working on-site using appropriate PPE.
- No eating or drinking is allowed inside the building. We will not have a coat check.

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10. What if I book a visit, but then need to change or cancel my reservation?

- If you need to make a change or cancel your booking, please visit Eventbrite at any time and cancel your ticket. We will work with you to reschedule, within these restricted visitation parameters.
- No late entries permitted.
- Donations are non-refundable.

11. Do I need to wear a mask or face covering when I visit?

- Yes, face masks are required over your nose and mouth (with exceptions made for children under the age of 2 and people with medical conditions or disabilities that prevent them from safely wearing a face mask).

12. Will restrooms and drinking fountains be available?

- Restrooms will be open and are located in our Lobby for ticket holders. We encourage you to plan your visit accordingly and use the restroom before or after your visit.
- Visitors will not be allowed to double-back on one-way paths and there is no re-entry after you exit the display house.
- Water fountains are unavailable at this time.

13. Can I rent a wheelchair?

- Wheelchairs are free, and available on a limited basis with the deposit of a driver's license or state ID.
- We have two wheelchairs available for use. To help us assist you promptly, please request a wheelchair in advance if possible.
- Due to the stairs in the Fern Room and one directional path through the Conservatory, wheelchairs may only be able to access the Palm Room at this time.

14. Can I bring food and beverages with me on my visit?

- Food and beverages are not allowed inside the Conservatory at this time.

## **Lincoln Park Conservatory Covid Restrictions: Frequently Asked Questions**

15. Has the Conservatory increased cleaning?

- Yes. Hand-sanitizing stations will be provided throughout the lobby and gardens. All staff are trained in COVID-19 safety practices and using appropriate PPE.

16. Can I get a photo permit?

- No photo permits available at this time.

17. Do you have a Coat Check?

- Sorry, no coat check at this time.

18. Can I rent the Conservatory for an event?

- Yes, rentals will resume in a reduced capacity within city and state guidelines. Please contact Joan Colon, Special Events Manager with the Chicago Park District, at 312-746-5250 or [joan.colon@chicagoparkdistrict.com](mailto:joan.colon@chicagoparkdistrict.com).