

Buehler Enabling Garden Visit Policy and Procedures

Thank you for choosing to visit the Chicago Botanic Garden and the Buehler Enabling Garden. You have selected an experience for your participants that will involve lots of learning, sensory stimulation, and fun! Please review the guidelines below before your visit, to ensure your visit goes smoothly.

Prepare Yourself (group leaders)

- Please review your confirmation letter carefully, and check that the details and schedule are correct.
- Upon arrival a staff member will greet you at the Buehler Enabling Garden. If you are running late, please call **847-835-6814**.
- Consider the weather and dress appropriately for remaining outdoors.
- You will have access to private, accessible restrooms in Buehler. One of these restrooms is equipped with a large changing table.

Prepare Your Driver

- Upon arrival, the Gatehouse attendant will direct buses to the West Portico and vans to Lot 8. These areas are located inside the garden, accessed by a service road.
- Buses are to park in Lot 7, located in the main parking lot area. Vans are able to park in Lot 8 outside Buehler.
- Drivers may visit: <http://www.chicagobotanic.org/visit/directions> for directions.

Group Expectations

- Guided Activities and Guided Tours last approximately 45 minutes.
- Plantings you see at the Garden are a “living collection”. While we encourage our participants to interact with the plants as much as possible, we ask that you exercise a gentle touch with our plantings.
- Agencies and schools are responsible for providing adequate numbers of staff per participant.
- Staff members must have control of their group at all times. If an individual is acting out or acting inappropriately, please remove the individual from the garden until they are calm enough to re-engage with the group.
- During your session, the Buehler Enabling Garden will still be utilized by the public. Please be considerate of our visitors’ experience by maintaining proper noise levels.
- During the Guided Activity, please remain inside the Buehler Enabling Garden unless otherwise noted.

Food Consumption & Storage

If you are participating in a Guided Activity, you may eat lunch in Buehler, where you will have access to a sink and drinking fountains. If you are participating in walking tours, you may eat lunch in the picnic area adjacent to parking lot 2. Please bring lunches that do not require refrigeration.

Payment, Cancellations, and Refunds

Your visit is reserved when we receive full payment and you receive a confirmation receipt from the Chicago Botanic Garden. Unreserved groups will be admitted subject to availability and charged the appropriate fees. If the weather is threatening or severe, we will need to reschedule your session. We are unable to provide indoor program space. We are unable to give refunds. If you need to cancel, please reschedule your session to occur within the same growing season. (May through October)

Photography Consent

A photography consent form will be sent to you along with your confirmation materials. The Chicago Botanic Garden utilizes pictures taken in promotional material, publications, and grant proposals. We must collect a **signed** photography consent form from **each** participant photographed for our records. If consent is not given, the participant's picture will not be taken. Consenting to be photographed is optional.

Tram, Model Railroad Garden, Wonderland Express Exhibition

Preregistered groups receive a per-person discounted fee for the tram, Model Railroad Garden, and Wonderland Express exhibition. If you bring more than specified in your original confirmation letter, we may not be able to accommodate them. If we can safely guarantee additional spaces, participants will be charged the regular full price.

Emergency Procedures

In the event of a medical emergency, please inform the nearest Chicago Botanic Garden staff member. If no staff member is available, please call Garden Security at (847) 835-8321. Please refrain from calling 911 from your cell phone. If it becomes necessary to call 911, please contact Garden Security immediately afterwards, as the Garden consists of 385 acres and emergency services may find it difficult to locate you without the aid of Chicago Botanic Garden security personnel.