

Child & Youth Group

SCHOOL VISIT INSTRUCTIONS

**We welcome school
field trips
October 15 - April 15
only.**



-
- * Advance reservations required
 - * Limited availability

WE WELCOME FIELD TRIPS FROM OCTOBER 15TH TO APRIL 15TH ONLY

SCHOOL, YOUTH & CHILD GROUP VISIT INSTRUCTIONS

Your group may have previously visited The Butchart Gardens, however we request you thoroughly read the following document and familiarize yourself and your chaperones with our policies and procedures prior to arrival as new procedures are in place for fieldtrips.

Advance reservations (by email) are required, and based on availability. The Gardens will only accommodate up to 60 children and/or youth at a time and child and youth group visits are restricted to a maximum of 2 hours (3 hours during The Magic of Christmas Season if group is skating)

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Booking a Field Trip

We welcome child and youth groups from October 15 to April 15 ONLY. Advance reservations are required, and based on availability. The Gardens will only accommodate up to 60 children and/or youth at a time and visits are restricted to a maximum of 2 hours. Email [Group Services](mailto:GroupServices@ButchartGardens.com) with your reservation request. We will respond to your request with further details. Payment can be made upon arrival by group leader, or advance payment on a credit card can be arranged 24 hours prior to arrival.

For your request, please complete the following, then copy and paste into an email to Group Reservations (GroupRes@ButchartGardens.com) and we will respond.

School / Group Name:

Address:

Requested Date of visit:

Arrival Time:

Departure Time:

Organizer Name:

Phone Number:

Organizer Email Address:

Onsite Contact Name & Phone Number:
(if different from organizer)

of Children under 5 _____

of Children (5-12) _____

of Youth (13-17) _____

of Teacher Chaperones _____

of Parent Chaperones _____

*Christmas visits Dec. 1st – Jan 6th, please indicate if your children (12 & under) are interested in participating in the Snowflake Promotion. _____ (yes/no)

Child and Youth [seasonal rates](#) apply. The Gardens require a minimum of one adult chaperone for every 10 students and complimentary chaperone admission is extended for that ratio with advance reservations. Any additional adults over the 1/10 ratio, receive our group rate discount when advance reservations are made. **All Chaperones (teachers & parents) are expected to remain with, and manage their groups (maximum of 10 per unit) at all times during the visit.**

On the day of your visit, please call Group Services 250-652-4422 (ext. 320) if you cannot make your assigned check in time.

Chaperone Guidelines & Policies Handout

As new procedures are in place for fieldtrips, our Child/Youth [Policies](#) must be distributed to all teachers, adult and parent chaperones prior to a visit. A completed and signed copy must be returned to Group Services a minimum of 24 hours prior to arrival in order to pick up tickets. (emailed to GroupRes@ButchartGardens.com or faxed to 250-652-3383)

Garden Etiquette

Please read our [Garden Etiquette](#) prior to arrival. It is important for everyone to understand our expectations; appropriate behavior is expected otherwise your group may be asked to leave.

Arrival and On-site Procedures

Groups are directed by our Admission Staff to the bus parking lot. Gather your students and chaperones in an orderly group on the patio area adjacent to the washrooms by the turnstiles entrance to distribute tickets. Groups must break up into smaller units of 10 or less and we suggest arranging your groups prior to arrival and assigning each a chaperone in advance.

A representative from Group Services will greet you and provide Identification Badges to the chaperones. Stagger each group through the turnstiles entrance and then maintain space between each group throughout all areas of The Gardens.

If you are planning a group picture in front of The Butchart Gardens sign in Waterwheel Square, please do this at the end of the visit just prior to leaving.

Carousel

Carousel tokens are \$2 each. With advance notice when making your reservation request, tokens can be pre-purchased and pre-pac'd 10 for each chaperone. The minimum height requirement for riding the carousel without direct assistance by an adult is 107cm (42 inches). Children under this height requirement may ride providing an adult holds the child in place throughout the duration of the ride.

GARDEN ETIQUETTE

Our Garden Etiquette ensures the enjoyment and safety of visitors and provides a tranquil atmosphere for all while visiting The Butchart Gardens. We reserve the right to deny entry or remove any person(s) acting in contravention of these rules. Thank you for your cooperation.

- ☛ All persons on Butchart Gardens' property must follow the direction of staff.
- ☛ **SELFIE STICKS ARE NOT PERMITTED.** Photography is welcome, but should not interfere with the enjoyment of other visitors; do not block pathways with tripods.
- ☛ Smoking or Vaping is not permitted anywhere on the premises.
- ☛ Visitors must conduct themselves in a respectful manner; obscene language or clothing, abusive behaviour or violence will not be tolerated and may result in removal from The Gardens.
- ☛ Youths and children must be supervised.
- ☛ By pre-arrangement through our Group Services Department, chaperones responsible for the care and control of child and youth groups may be provided with complimentary admission.
- ☛ Wheelchairs and children's strollers are available for a small refundable deposit at the Information Centre; do not mistreat or use these items for any other purpose.

- ☛ Visitors with wider than average wheelchairs, mobility scooters, or strollers must be patient and use extra caution as certain areas may not be easily accessible.
- ☛ Costumes/Cosplay of any type, including historic or period dress, masks or attire that may create a distraction are not permitted as they could be mistaken for entertainers or interpreters hired by The Gardens and could detract from the experience of other visitors. Insurance and security considerations require strict adherence to this policy.
- ☛ Wedding parties, wedding photos, ceremonies or clothing resembling wedding attire are not permitted in The Gardens, except as authorized during our Wedding Season, January 15 – March 15.
- ☛ Quiet voices are expected in all areas of The Gardens.
- ☛ Please stay on paths and be respectful of our plants; do not step in flower beds, pick flowers or fruit.
- ☛ No alcohol is allowed on the premises; our restaurants will be pleased to serve you.
- ☛ Pets must be kept on a short leash and under control at all times; owners are required to clean up after them.

The following are prohibited while visiting The Gardens,

- ☛ Throwing, catching or kicking games, running or jogging.
- ☛ Wheeled-shoes, rollerblades, bicycles, scooters, skateboards or other wheeled recreational devices.
- ☛ Segways.
- ☛ Use of drones or kites.
- ☛ Music or unauthorized musical performances.
- ☛ Use of flashes for photographing or filming our Firework Shows.
- ☛ Distribution of any outside literature.
- ☛ Dispersal of ashes.
- ☛ Use of BBQ's of any kind.

**The
Butchart
Gardens**



Snacks

No outside meals are to be consumed in The Gardens. Small snacks are permitted in designated outdoor areas only when coordinated in advance. There are no indoor spaces. Water fountains and refillable water stations are located throughout The Gardens for your convenience. *Special outdoor area is allocated for groups visiting December 1 – January 6th during the Magic of Christmas. [*see section below](#) for details

Washrooms are located at our turnstiles entrance, beside the designated snack area in Waterwheel Square, in the Piazza and close to the Carousel.

General Behavior Guidelines

Please remember we are a Private Display Garden and ***not a playground or a park***. It's important for students and chaperones to understand our expectations; appropriate behavior is expected otherwise your group may be asked to leave. The Butchart Gardens welcomes visitors from around the world who come to enjoy the splendor and tranquility of The Gardens.

- **Quiet voices** are expected in all areas at all times.
- No running, no catching or throwing games. Scavenger hunts are not permitted as they are too disruptive to other visitors.
- Stay on the designated paths and maintain distance between groups to avoid congestion on the narrow paths and reduce noise levels.
- Backpack storage is not available, please carry all belongings or store on your bus.

The Role of a Chaperone

As a designated chaperone (both parent and teachers), you will receive an ID badge when you arrive. The badge is to be worn at all times while in The Gardens. It is their responsibility to remain with their group at all times during the visit and follow the policies outlined in this document. They are to ensure everyone's behavior is according our policy and etiquette. During washroom visits, please remain in proximity.

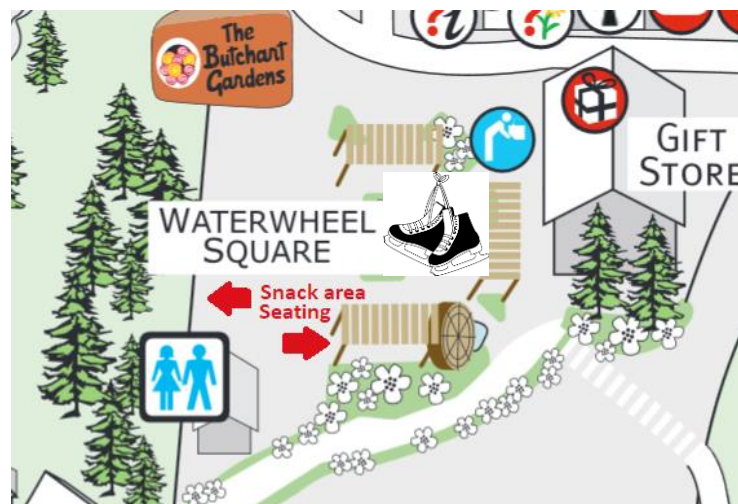
December 1 – January 6

The Magic of Christmas” visits

All group visit procedures and policies from above apply. Advance reservations are required, and based on availability. Child and youth group visits are restricted to a maximum of 2 hours (3 hours if the group is skating). No running, no catching or throwing games. Scavenger hunts are not permitted as they are too disruptive to other visitors. Please ensure students are dressed appropriately for weather conditions as The Gardens are an outdoor experience.

*Outside Meals/Snacks – Christmas Season only

During our **Magic of Christmas Season** (December 1-Jan 6) for children 12 & under participating in the Snowflake Promotion, the group snack area is located at the south end of the skating rink (beside the waterwheel). This small covered area accommodates a maximum of 30. There are also some uncovered benches adjacent to the rock wall on the east side of the square. These areas have convenient access to washrooms and garbage cans. There are **no indoor spaces** available, so during inclement weather your group may need to return to the bus for their snacks/beverages. For children 12 and under participating in our Snowflake Promotion, please see page 9 for details and procedures.



Exit path to bus
parking

Group Skating (additional fees apply)

Admission is required for access to the ice rink. **All children and youth under 19 required to have a parent or guardian sign the permission form ([link available on page 9](#)) or will not be permitted to skate.** Skate and rental fees are posted on our [website](#). Reservations for skating are only available on **weekdays from 9:00am to 2:00pm**. If you would like to reserve a skate time, please notify Group Services when you make your reservation request.

For Groups skating prior to viewing The Gardens, we request you arrive at The Butchart Gardens 40 minutes before to your reserved skating time. All skaters need to check in at the Skate Counter 30 minutes prior in order to maximize your skating time. Please see page 8 for information on these procedures.

Outside of these hours, it is recommended you check in with the skate counter upon arrival. Ice time is on a first come basis and available to only a maximum of 75 skaters at a time. Group visits for all child and youth groups require admission reservations. (See Page 3)

Skating Guidelines / Instructions

Skating sessions begin at the top of each hour and last for 40 minutes.

Adult chaperones need to arrive with the group to assist the children in getting their skates on and off. Designated chaperones are to be on the ice with skates to assist the children on the ice rink.

CSA approved helmets and wrist guards are strongly recommended for all skaters, especially children, available at the Visitor Centre free of charge, while quantities last. Children are encouraged to bring their own CSA approved bike or hockey helmets. The skate rental area has limited space, please have your group gather at the skate benches adjacent to the ice rink. Please only allow a maximum of 10 children at a time in the rental area.

The skate rental form is designed to improve and expedite the rental process which maximizes your time on the ice. Please complete the [rental order form](#) and return to us by fax or email us **24 hours in advance** of your group's arrival. Please do not allow children to hang off of or sit on the rink railings or play in the snow/ice shavings from the edges.

Skating Rink Permission Form

Note to parents of youth and/or children under the age of 19 who will be skating at The Butchart Gardens facilities

- **A permission form must be completed and returned to The Gardens, or skating will not be permitted.**
CLICK HERE to download permission form.

PERMISSION

To Butchart Gardens Ltd. Date _____
 800 Benvenuto Avenue
 Brentwood Bay, B.C.

I _____ of _____ do hereby grant permission to my child,
[full name] [address]
 _____ to skate at the ICE SKATING FACILITIES at Butchart Gardens, 800 Benvenuto Avenue, Brentwood Bay,
[full name of child] BC. When granting this permission, I acknowledge that ice skating is an athletic activity that has an inherent risk of injury, caused by, but not limited to, stumbling, falling, colliding with other skaters on the ice, or other skaters colliding with my child. I am aware of the risks, dangers and hazards associated with ice skating activities and I freely on behalf of my child accept and fully assume all such risks, dangers and hazards as well as the responsibility of personal injury, property damage or loss resulting therefrom. I have cautioned my child to skate with care and follow the instructions of attendants at the ice-skating facility.

I further acknowledge that serious head injury or other injuries can result from falls on the ice and it is my understanding that as a measure for the prevention and mitigation of such injury, The Butchart Gardens provides helmets, free of charge, for the skater's use while skating at Gardens. I have encouraged my child to wear a helmet while skating.

[signature]

Skating Rink Rules

PLEASE FOLLOW THESE POSTED RINK RULES.

----- RINK RULES -----

For the safety and enjoyment of all, rink users must comply with the following rules:

- A fall on the ice can result in serious head injuries – The Butchart Gardens provides skating helmets and wrist guards free of charge. Please see Skate Counter staff for complementary safety equipment for children, youths and adults.
- Children in strollers and people in wheelchairs must wear helmets; attendants must wear skates or metal grips (available at the Visitor Centre).
- Permitted footwear limited to skates or approved metal grips.
- Forward skating only with the flow of traffic
- Figure skating and hockey playing are not permitted.
- No reckless skating
- Children must be supervised by an adult.
- Do not carry children or infants on the ice.
- No earphone or cellphone use permitted on the ice.
- Do not sit on the rink railing.
- No food, beverages, umbrellas or pets.

REPORT ALL INJURIES TO BUTCHART GARDENS' STAFF.

All visitors to The Butchart Gardens enjoy The Gardens and all it's facilities and equipment at their own risk.

Christmas Snowflake Promotion

December 1 – January 6

FOR CHILDREN 12 & UNDER

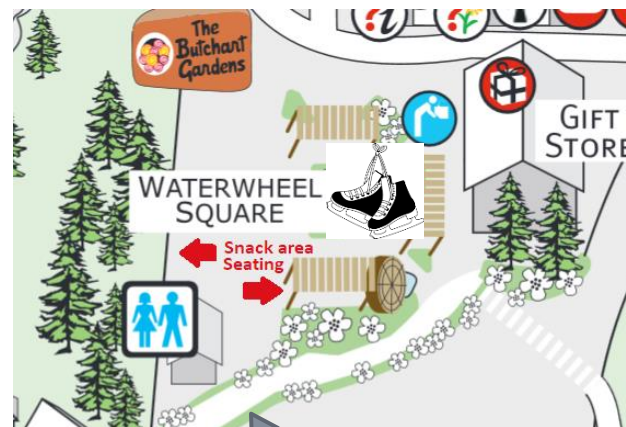
Advance notification at the time of your reservation request is required for participating groups.

Prior to arrival, children 12 and under are invited to create a paper snowflake, made from an 8 1/2 x 11 sheet of white paper to be exchanged for a children's size hot chocolate in the Coffee Shop. Regretfully no substitutions can be made, and limit one per child. Snowflakes may be turned in to a member of Group Services upon arrival.

Children should remain in the ***snack area** while designated chaperone(s) enter the Coffee Shop to collect the hot chocolates.

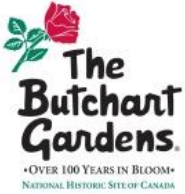
Groups are not permitted to use any of the Coffee Shop seating areas inside or at the outside tables in front of the Coffee shop. See designated area on the map below.

Scavenger hunts are not permitted as they are too disruptive to other visitors.



Exit path to bus
parking

The Butchart Gardens School Field Trip Policy



Complete & return to GroupRes@butchartgardens.com or Fax: 250-652-3883 a minimum of 24 hours prior to arrival.

We welcome child and youth groups **from October 15 to April 15 ONLY.**
ADVANCE RESERVATIONS ARE REQUIRED and based on availability

The Gardens will **only accommodate up to 60 children and/or youth at a time**
Child and youth group **visits are restricted to a maximum of 2 hours**

The Butchart Gardens welcomes visitors from around the world who come to enjoy the splendor and tranquility of The Gardens. Please remember we are a Private Display Garden and **not a playground or park**. It's important for students and chaperones to understand our expectations; appropriate behavior is expected otherwise your group may be asked to leave.

- 1) The Chaperone's role is to manage & supervise youth and children at all times while on property and are expected to remain with their groups at all times during their visit (this includes the gift shop, restaurants, carousel and skating areas).
- 2) Administrators, teachers and chaperones will be provided with identification badges which are to be worn at all times while in The Gardens. Please return prior to departure.
- 3) Groups must break up into smaller units of 10 or less prior to coming through the turnstiles. (each group is to be accompanied by an adult chaperone). Stagger each group through the entrance and then maintain space between each group of 10 throughout The Gardens.
- 4) No blocking of pathways or congregating in public squares is permitted. Walk and remain on the paths at all times. Do not climb on statues or other garden fixtures or in flower beds.
- 5) No running, no catching or throwing games. Wheeled-shoes, rollerblades, bicycles, scooters and skateboards are not permitted.
- 6) Please talk quietly to maintain the tranquility of The Gardens. Music, musical instruments and performances of any kind are not permitted.
- 7) Be courteous and respectful of all visitors and follow The Gardens' Etiquette.
- 8) Backpack storage is not available - students are expected to carry them or store their backpacks on the bus.
- 9) No outside meals are to be consumed in The Gardens. Small snacks are permitted in a designated outdoor area only, and need to be coordinated in advance when you make your reservation request. During inclement weather your group may need to return to the bus for their snacks as there are no indoor spaces available. Water fountains are located around The Gardens for your convenience.
- 10) Groups are not permitted to participate in scavenger hunts of any kind as they are too disruptive to other visitors.
- 11) Balloons are not permitted in The Gardens.
- 12) Umbrellas are available however they are not to be used as toys or weapons. Hoods may be preferable when you ensure students dress appropriately for weather conditions.

Acknowledgement

I, _____, the group leader, hereby acknowledge the responsibility of informing all chaperones and accompanying adults of the above policies, and assure that they have read and agree to the terms listed above.

School Name: _____ **Group Name:** _____

Date of arrival: _____ **Arrival Time:** _____ **Departure Time:** _____

Organizer _____ **Onsite Contact #:** _____

Name

Signature

Principal _____

Name

Signature

*Please read our Garden Etiquette. Thank you for cooperation to ensure all visitors enjoy their time at The Butchart Gardens.
Note: all areas of The Butchart Gardens are 100% smoke and vapour free and selfie sticks are not permitted.*