



Group Visit Policies & Guidelines

The Delta Flight Museum welcomes schools, camps, and community groups of all ages. Below is information to assist with your group visit planning.

Groups

- For all groups of fifteen (15) or more people, reservations are strongly encouraged. To receive the discounted group rate, reservations must be made at least seven (7) days prior to visit date.
- Please complete [this form](#) for pricing and availability.

Chaperones

- For youth groups, we require a minimum of 1 adult chaperone for every 10 students (1:10).
 - We strongly encourage K-5 student groups to bring additional chaperones.
- For groups of children under 5 years old, we require a minimum of 1 adult for every 5 children (1:5). All group reservations are subject to evaluation on a case-by-case basis.

Times

- The Museum is open 9am to 3pm daily; closed Wednesdays.
- Groups are scheduled on a first-come, first-served basis during normal Museum operating hours.
- An average visit lasts 2 hours.
- Closing procedures begin at 2:45pm, so please plan your visit accordingly.

Pricing & Payment

- Group discount is \$4 off per person for groups of 15+ people, requiring one single payment and a unified arrival.
- Guided hangar or 747 tours are an additional \$150.
 - Private tours can accommodate up to 25 people and are available by appointment only.
 - Please note that tours are history-based and appropriate for children ages 10+.
- Once confirmed on the calendar, groups are required to solidify total attendance and pay in full at least 7 days in advance of the visit date. For groups booking within 7 days of visiting, full payment is due immediately.
- **Refunds will not be given for any unused portion of your reservation.**

Confirmations

- Group requests are confirmed 30 days ahead of visit date. Groups requesting outside of the 30-day window are tentative on the Delta Flight Museum calendar until the confirmation date.
- The Delta Flight Museum reserves the right to cancel any visit for unforeseen circumstances, and if this occurs, we will notify groups as soon as possible.



Cancellations & Reschedules

- To cancel or reschedule your reservation, please call (404) 714-3498 as soon as possible so that we may release your group timeslot.
- Any cancellations or rescheduling must be done at least 7 days in advance of your scheduled visit to be eligible for rescheduling. Payment will be applied towards the new date.
 - Extenuating circumstances will be considered on a case-by-case basis.

Refunds

- Confirmed group visit refunds will not be issued for groups arriving with less attendees than originally paid for. Groups arriving without prior confirmation will also not be issued refunds for overpayments.

Lunch

- While the Museum does not have an on-site cafeteria, there are numerous restaurants in the local area.
- The Museum does not have a dedicated area for groups to have lunch onsite. Most groups choose to eat on their busses. Groups may eat on the bus. If you choose to eat onsite, please bring an empty trash bag with you and remove your trash upon departure. Note that the group will be eating outside either on the ground or on the risers at the nose of the 747 plane. Tables and chairs are not provided.
- Food may not be catered or delivered without making prior arrangements with the Museum and you must use one of the Museum's exclusive caterers. No additional restaurant deliveries are permitted.

Parking

- Parking is free and busses can be accommodated.
- Please let us know the number of busses to expect when planning your visit.
- Directions can be found at <https://www.deltamuseum.org/visit/your-visit/directions>.

Arrival

- Please plan to arrive 10 minutes before your reservation time in order to allow time to check in with Security. Groups will not be permitted to enter the Museum before 9am.
- If running more than 15 minutes late, please call (404) 715-7886 as soon as possible. If you have a guided tour booked, please note that we may have to reduce the length of the tour to accommodate other scheduled groups.
- All Museum visitors must check in at the admissions desk in the front lobby.



- To expedite your check-in process, we ask that the group leader proceed to the admissions desk in the Museum lobby to check in and/or process any payments owed. Please note that we do not keep credit cards on file.
- If your group did not make prior reservations, you will be charged the full admission rate. It is preferred that one payment be made for the group by the group leader versus individual payments.
- If you have paid in advance, but your group size has grown, additional group tickets may be purchased upon arrival at the admissions desk at the group rate. Please note that if you have reserved a guided tour, this addition may affect your guided tour experience.
- Delta's campus, including the Delta Flight Museum, is a weapon-free zone. If you bring a weapon onto campus, you will be asked to leave and return without it.

During Your Visit

- **All students must be accompanied by an adult chaperone at all times.** This includes staying with the groups at all times to ensure the safety of the students and the Museum displays.
- **Conduct** – Please review this guidelines with your group, teachers, and chaperones prior to your visit. Groups not able to adhere to these guidelines will be asked to leave. Your cooperation is greatly appreciated.
 - Safety is important. Running, yelling, rough-housing, climbing on exhibits, and rough handling of artifacts are strictly prohibited.
 - Please do not use exhibit cases, wall, kiosks, or pedestals as writing surfaces.
 - Due to the historical significance of our collections, visitors are asked not to touch or climb on any exhibits, artifacts, or planes unless they have been designated as an interactive exhibit.
 - Although discussion is encouraged, please remember that we are located on a corporate campus. Please use your “inside voice” throughout the Museum at all times.
 - Please note that there may be other visitors at the Museum while you are here. It is important that your group is focused and respectful of others.
 - No abusive language or gestures are permitted in the Museum.
- The Delta Flight Museum respects, honors, and values diversity, equity, and inclusion, and we reserve the right to refuse or revoke the admission of any visitor, customer, staff, or contractor whose conduct or attire violates these principles.
- No outside food or drink is allowed in the hangars or 747 plane. This includes candy or gum. Bottled water is the exception. Dispose of all trash in trash receptacles.
- Sometimes the Museum needs to close select exhibit areas to visitors. Museum staff will let the group leaders know which areas are closed, if any, upon check-in at the admissions desk.
- Restrooms are located between the historic hangars and at the base of the B747 elevator area.



- Intentional damage and vandalism to Museum artifacts, exhibitions, displays, furniture, and facilities will result in immediate removal from the Museum campus. The group visit coordinator assumes responsibility for all attendees within the group and will cover costs to repair the damage.

Photography

- Personal photography is encouraged.
- Tag us on social media:
 - Facebook: @DeltaMuseum
 - Instagram: @DeltaFlightMuseum
- Specialized photography/video recording requires authorization by the Museum/Delta administration in advance.
- Reproduction or sale of photographs is not allowed without written permission from Museum/Delta administration.

Accessibility

- The Delta Flight Museum welcomes guests of all abilities. The Museum hangars, inside the B767 plane, and the main floor of the B747 plane are wheelchair accessible. Unfortunately, the upstairs level of the B747 and the simulator are not accessible due to their original design.
- The Museum has a couple of manual wheelchairs that can be used by visitors if needed. Please inquire at the admissions desk.
- If you require animal assistance, please read our [Service Animal Policy](#).

For directions and information about the aircraft on display, please visit www.deltamuseum.org. If you would like to ask questions prior to making your reservation, please do so by calling us at (404) 715 7886. We look forward to seeing you soon!