



## BUTTERFLY PAVILION

### Reopening Frequently Asked Questions

We're excited to welcome you back to Butterfly Pavilion! Here you will find answers to commonly-asked questions related to our facility reopening. For member-specific questions, answers begin on page 3.

#### **When does Butterfly Pavilion reopen?**

Butterfly Pavilion reopens to members only on Friday, June 12, and to the general public on Saturday, June 13.

#### **How is the Butterfly Pavilion experience changing given COVID-19 concerns?**

We are creating a timed entry experience with small group tours that ensures social distancing between all individuals in the facility. Some details to note:

- All guests and staff are required to wear masks covering the mouth and nose at all times.
- Guests will not be able to hold Rosie the tarantula or dig for worms in the Dugout and the indoor play area in Colorado Backyard will be closed until further notice.
- Guests will still be able to enjoy Crawl-A-See-Em presents Survival, Water's Edge, Wings of the Tropics, the Gift Shop and the Outdoor Gardens and Nature Trails. Rosie will be on exhibit for viewing and guests will be able to touch aquatic animals in Water's Edge.

#### **What sanitation procedures will be in place?**

All exhibit areas will be sanitized hourly. In addition, exhibit staff will have sanitation tools at their stations in each exhibit to clean areas between those hours.

#### **Are guests required to wear personal protective equipment?**

Yes, all guests and staff are required to wear masks that cover the mouth and nose while in the facility. If you do not already have one, masks will be available for purchase for \$5 each at the Front Desk upon check-in.

#### **Is there anyone who should not visit Butterfly Pavilion?**

Yes, we ask that you do not visit the facility if you have come into close contact (within 6 feet) with someone who has a laboratory confirmed COVID-19 diagnosis in the past 14 days or you have a fever (greater than 100.4 F or 38.0 C) or symptoms of lower respiratory illness such as cough, shortness of breath, difficulty breathing or sore throat.

#### **Will operating hours remain the same?**

The facility will be open from 9 am – 5:30 pm. However, guests may only enter at their scheduled entry time that they've selected through the online ticket purchasing process.

**How do I buy general admission tickets?**

General admission tickets may only be purchased online prior to arrival. They cannot be purchased at the Front Desk. Go to [www.butterflies.org](http://www.butterflies.org) and click "Buy Tickets." Select the date and time you would like to visit and follow the prompts to go through the purchasing process. If the time slot is listed as "sold out," it is not currently available and you'll need to select another option. For any issues purchasing tickets online, please call us at 303-469-9201.

**How do I buy gift tickets?**

Unfortunately, gift tickets are unavailable for purchase at this time.

**Tickets are listed as sold out online. What is going on?**

Capacity is limited each day. Timed entry tickets are available on a first come, first served basis for guests and members. Butterfly Pavilion will only offer time slots two weeks at a time to ensure flexibility should health and safety protocols set by the State of Colorado and Jefferson County Public Health change. Time slots may be unavailable if those times have already been reserved by someone else. We encourage you to reserve tickets as soon as possible to secure your desired time slot.

**Can I get a refund if I am unable to attend my scheduled timed entry?**

Unfortunately, we are unable to offer refunds at this time.

**Can I transfer my ticket to another time slot if I am unable to attend my scheduled timed entry?**

Unfortunately, we are unable to transfer tickets to another time slot at this time.

**Can the Explorer Pass discount still be applied to timed tickets?**

Yes, Explorer Pass holders will continue to receive \$2 admission per person for up to 10 people. However, the discount cannot be applied online. Please call 303-469-9201 to reserve your tickets.

**Can Butterfly Pavilion free passes be applied to timed tickets?**

Yes, free passes can still be applied to timed tickets. However, the discount cannot be applied online. Please call 303-469-9201 to reserve your tickets.

**Can the military discount still be applied to timed tickets?**

Unfortunately, we are unable to offer the military discount at this time.

**Can the birthday discount still be applied to timed tickets?**

Unfortunately, we are unable to offer the birthday discount at this time.

**What does the check-in process look like for timed entry?**

Guests are asked to arrive at their scheduled entry time to get in line. Please do not get in line prior to your scheduled time. Once it is time to enter, one guest/family at a time will be asked to approach the Front Desk to check in. Following check-in, the guest/family will proceed into the facility where they will be met by their Exhibit Guide to begin their tour.

**What does the exhibit experience look like for timed entry?**

Following check-in, guests will be guided by exhibit staff and will be given 20 minutes to explore each exhibit.

**Will all areas of the facility be open?**

To maintain safe conditions, Colorado Backyard and its indoor play area will remain closed to the general public until further notice. However, guests will continue to be able to enjoy Crawl-a-See-Em presents Survival, Water's Edge, Wings of the Tropics, the Gift Shop and the Outdoor Gardens and Nature Trails.

**Can I still hold Rosie the tarantula?**

To reduce contact between individuals, guests will not be able to hold Rosie the tarantula or dig for worms in the Dugout. However, guests will still be able to touch aquatic animals in the Water's Edge touch tank and Rosie will be on exhibit for viewing.

**Can I still sign my child up for summer camp?**

Yes, we are still offering summer camps. However, there are some changes to how they will be held. Please visit the [camps page](#) for more detail.

**Can I still have a kids' birthday party, wedding, corporate party or other private event at Butterfly Pavilion?**

Yes, we are still hosting private events at our facility. However, there are some changes to how they will be held. Please visit the [private events page](#) for more detail.

**I'm not ready to visit Butterfly Pavilion yet. Are there other ways to access programming?**

You can experience Butterfly Pavilion virtually! [Click here](#) to see all the great programs we offer that you can enjoy from the comfort of your home. And don't forget to follow us on [Facebook](#), [Instagram](#) and [Twitter](#) for behind-the-scenes looks at animal care.

**For Members:****Is member entry still free?**

Yes, members still receive free entry to Butterfly Pavilion. However, members must reserve a time online prior to arrival. We are unable to schedule member reservations at the Front Desk.

**How do I reserve my ticket?**

Members should [click this link](#) to log in to their member account. Once you've logged in with your email address and password, select the date and time you would like to visit and follow the prompts to go through the reservation process. If the time slot is listed as "sold out," it is not currently available and you'll need to select another option. For any issues reserving tickets online, please call us at 303-469-9201.

**How do I create a member account?**

Members should [click this link](#) to create an online account. Enter your email address and the temporary password “rosie,” then click “log in.” You will receive a message that your temporary password has expired. Enter a new password and click “change password.” For any issues creating a member account, please call us at 303-469-9201.

**Do I need to present my membership card or photo ID at the Front Desk when checking in for my timed entry tickets?**

Yes, we use this information to verify your reservation.

**Can I bring a guest?**

Yes, you can redeem one-time use guest passes, or purchase discount guest admission tickets, online. You must log in to your member account at [butterflies.org](http://butterflies.org) to make these reservations. Guests must accompany the card holders or children listed on the membership.

**Can I reserve tickets to give as a gift?**

Memberships are non-transferrable. Member timed entry tickets may only be used by the card holders listed on the memberships.

**How many tickets can I reserve online?**

Members may reserve the number of tickets that corresponds with the number of people included with their membership level. [Click here](#) to review the details of each membership level.

**Can I transfer my tickets to another date/time if I am unable to attend my scheduled timed entry?**

Unfortunately, we are unable to transfer tickets to another time slot at this time.

**Will my membership be extended because of the closure?**

Yes, memberships have been automatically extended by the amount of time Butterfly Pavilion has been closed.