



## DALLAS ARBORETUM AND BOTANICAL GARDEN

### Plan Your Visit – Know Before You Go

At 9am on Monday, June 1 the Dallas Arboretum & Botanical Garden eagerly reopened to the public. We are excited to welcome you back to the garden and hope that you will enjoy the calm and beauty that nature provides. Our top priority is the health and safety of our guests and employees and we have put numerous safety protocols in place. We ask that you observe our new temporary guidelines.

- General admission tickets and parking must be pre-purchased online or by calling Customer Service at 214-515-6615 between 9am–5pm. Members will still get in free but are also required to reserve timed tickets. These tickets are for four-hour visits.
  - Because of limits on the number of guests at one time, early arrivals will not be granted early admission. Similarly, late arrivals will be required to exit the garden at the end of the four-hour block. If you do arrive early we ask that you wait in the safety of your vehicle.
  - At each ticket window we will distribute wristbands indicating which four-hour block you have purchased. Wristbands must be worn for the duration of your visit.
  - If you have a gift certificate or other promotional ticket you must call the office number above to reserve your timed ticket.
  - Member parking is at the main entrance (Gate 1). Non-member parking is at the parking garage (Gate 4).
  - Maps of the modified path will be given to each guest at the Ticket Booth upon arrival.
- Please be aware that in outdoor spaces or areas, every person over the age of two should consider wearing some form of covering over their nose and mouth such as a homemade mask, scarf, bandana or handkerchief when within six feet of another person. To enter any indoor or enclosed space or area, every person over the age of two must wear some form of covering over their nose and mouth. This COVID-19 admission policy does not require a child under the age of two or a person who is unable for medical reasons to wear a face covering.
- Groups are limited to no more than ten people. Please be patient and maintain a six-foot distance from individuals outside of your party.
- We have created a modified path around the garden to make it easier for you to enjoy our beautiful grounds while social distancing. Please observe all directional signage. Note that the path has several elevation changes. The Paseo de Flores is now two ways so you may come in and take a quick trip to your favorite picnic areas, and we also have half-mile loops from each parking lot if a shorter route is needed.
- Currently, there is no tram service or wagon rental. There are a limited number of wheelchairs available to use during your visit. Wheelchairs are first come, first served and will also be deep cleaned after each use.
- All buildings and some of our gardens are closed during this phase of reopening. These include but are not limited to: The Rory Meyers Children’s Adventure Garden, the McCasland Sunken Garden and the Grotto.
  - The Hoffman Family Gift Store is open from 9am-6pm daily (and until 6:30pm on Tuesdays and Thursdays.) You may also visit our gift store [online](#).
  - To-go food service is available at the Lula Mae Slaughter Dining Terrace and Café on the Green provided by Gil’s Elegant Catering. Restaurant DeGolyer and the Tea Room are open Thursday - Sunday until September 17.

- Drinking fountains are off but the water refill station at the main Information Booth is available. Water and drinks are also for sale at our food service locations.
  - Restrooms are available at the main Information Booth and near the Camp House. The restrooms will be limited to 50% of their capacity. Please wait patiently on the ground markings in place near each restroom. You may take your children in with you. Masks are required as the restrooms are indoors.
  - We have increased our cleaning of our restrooms.
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- All food tastings in A Tasteful Place and events are postponed until further notice.
  - Failure to comply with the rules may result in your removal from the premises. Please note that you are visiting the Dallas Arboretum at your own risk.