



### Plan Your Visit – Know Before You Go

We are excited to welcome you 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 numerous safety protocols in place and 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.
  - Please park at the entrance indicated on your tickets.
  - If you have a gift certificate or other promotional ticket, please present at the ticket booth upon arrival.
- **Face coverings are strongly recommended for all indoor spaces.**
- Hand sanitizing stations are available throughout the garden.
- Tram service is available with limited capacity. There are a limited number of wagons and wheelchairs available to use during your visit.
- The Hoffman Family Gift Store is open from 9am-5pm daily. You may also visit our gift store [online](#).
- Food service is available throughout the garden. Please visit [www.dallasarboretum.org/dining](http://www.dallasarboretum.org/dining) for a full list of dining options and hours.
- Drinking fountains are on and 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.
- Certain items are prohibited in the garden such as balls, bicycles and balloons.
  - If you would like more detailed information about this or our service animal policy, please visit [our website](#).