



## 2012 Letterland School Group Arrival Guidelines

### Parking

- Use the upper parking lot for bus drop-off and handicapped parking only; buses and all other vehicles will park in the lower lot.

### Upon Arrival

- Have children and staff assemble in orderly fashion while waiting on entire group. Firefighter Fred from the Blowing Rock Fire Department will be in the upper parking lot if not responding to an emergency; your group can visit with him while waiting to enter park. If raining, please keep children on the bus and wait for further instructions.
- Notify Tweetsie staff in the upper parking lot (not in the Ticket Office) when your entire group has arrived and you are ready to be counted and admitted.

### Coolers

- Please label all coolers and lunch bags/boxes with the label provided to you by Tweetsie Railroad.
- Tweetsie Railroad staff will pick up your coolers and lunch bags/boxes from your bus or van. Have a school representative wait until all lunch items have been picked up.
- Tweetsie Railroad staff will return your lunch items to your bus or van in the afternoon.

### Payment

- Group leaders - please be prepared with the following totals at the gate (Tweetsie Staff will also count as you enter the gate) -
  1. **Adults** – number of everyone **age 13 and over** who are paying through you
  2. **Children age 3-12** - number who are paying through you
  3. **Children - age 2 & under** – no charge, but we need to know the number so we can be sure we are not charging them as age 3-12 admissions
  4. **Paid staff** - no charge, but we need to know the number
  5. **Tweetsie season pass holders** - no charge, but we need to scan their pass in the Ticket Office, so a photo copy is easiest (Group leader will need to have all passes in hand when paying for Group in the Ticket Office).
  6. **Associate passes** are not valid unless the pass holder is present.
  7. **Pre-purchased ticket holders** - no charge to you; please gather the tickets together so they are not counted in the number charged to you; their intact tickets will be collected at the gate and will be scanned when you pay for your Group in the Ticket Office (you will return the stubs to the individuals)
- Groups must pay for the group admission tickets and box lunch orders in one lump sum upon arrival or prior to your visit.
- Tweetsie accepts cash, MasterCard, Visa, Discover, and checks (Payable to Tweetsie Railroad).
- Parents who haven't paid through the school or group leader must pay the special Letterland admission price at the Ticket Office.
- After check-in and payment, group leaders will receive packets containing Letterland maps (1 per 5 children) and a schedule (train times, lunch times and locations for your class).