



# Group Tour FAQs

We are so excited to have your group visit and tour our facility! Please take a few minutes to look over the following frequently asked questions. If you don't see your question, please feel free to contact us. Please prepare the following information when making a reservation:

- Group name and address
- Day of group tour contact information
- Selection of preferred trip dates
- Number of attendees
- Preferred arrival and departure times
- Preferred extra experiences (lunch, ice cream, etc.)
- Special needs or accommodation requests we should be aware of

## **How do I make a reservation?**

To make a reservation, complete the event inquiry form [online](#) or call 920-726-6003 Monday-Friday, 9 am – 4 pm. A minimum of two (2) weeks advance notice is required to secure the group rate for group tours and book activities. Group rates are only available for groups of fifteen (15) or more guests (adult or youth) with reservations. To keep your reservation, we will require final headcount and full payment for your visit at least one (1) week prior to your visit date. No changes to diminish headcounts will be allowed or accepted after the one (1) week deadline. There will be no refunds or credit given for individuals missing or absent on the day of your trip.

## **How far in advance do reservations need to be made?**

Reservations must be made at least two (2) weeks in advance. Availability is on a first-come, first-serve basis, so advanced booking is highly encouraged and recommended. To keep your reservation, we will require final headcount and full payment at least one (1) week prior to your visit date for all groups. No reservations will be accepted without at least two (2) weeks notice.

## **Where is Farm Wisconsin located?**

Farm Wisconsin Discovery Center is located off Interstate-43 and south of Manitowoc at *7001 Gass Lake Road Manitowoc, WI 54220*.

## **What times/days are you open?**

For groups over 25 people, we can open our building any day of the week, 9 am – 3 pm. For groups under 25, please look at our [updated hours](#) to select a date when we are open to the public. All dates are subject to availability as we do have maximum limits for attendance and programming available each day.

### **How long is an average group visit?**

On average, most groups visit for around two and a half (2 ½) to three and a half (3 ½) hours. It takes about two (2) hours to go through exhibits, birthing barn, and farm tour, which leaves plenty of time for a prompt arrival, bathroom breaks, lunch time, and free time to peruse our Farm House Store and Ice Cream Acres.

### **What is the cost for a group tour at Farm Wisconsin?**

The base price for group tours is \$12/adult or \$6/youth (3-18 years of age), with group escort/planners and bus drivers receiving free admission. If you'd like to add lunch, ice cream, or other add-ons, the price per person will increase. If interested in learning more about these add-ons, please contact us to receive up-to-date prices and options.

### **Does everyone need to pay, including the planner and bus driver?**

Tour planners/escorts and bus drivers receive free admission! All other attendees will need to be paid for.

### **Special accommodations/needs**

If you have any attendees that need special accommodations, considerations, and/or who have any special needs we should be aware of, please let us know in advance. This would include, but is not limited to, attendees who are in wheelchairs, attendees with individual aides, anyone who is an English Language Learner and is bringing their own interpreter, and/or attendees who are deaf or hard of hearing that are bringing their own interpreter. Knowing this information in advance helps us prepare better for your group and allows a better experience.

### **Cancel or change the date of group tour**

Should you need to cancel or reschedule your visit, you must do so at least one (1) week prior to your visit date. Rescheduling requests made before or by this deadline will be allowed and we will work with you to find a mutually agreed upon new visit date. In this case, your payment will be applied to the new visit date. Cancellations or rescheduling made after the one (1) week deadline or groups that are no shows will receive no refunds or credits. If the reservation has not been canceled or rescheduled by the one (1) week deadline, all contracts become valid and enforceable.

### **When is my payment due?**

The full payment for your visit must be submitted one (1) week prior to your visit date. We reserve the right to cancel your visit if your payment is not received by this due date. There will be no refunds or credit given for individuals missing or absent on the day of your trip. No decreases in headcount or changes to your programming will be accepted after the one-week deadline. Farm Wisconsin will not offer a refund if your headcount decreases after the one (1) week deadline.

### **How can I pay for the group tour?**

To make payment, you may pay with a check (payable to Farm Wisconsin Discovery Center), cash, or with a credit card over the phone by calling 920-726-6000. If paying with a check and sent by mail, allow enough time to submit your payment to your bookkeeper with adequate time for them to process it and mail. As noted above, we reserve the right to cancel your visit if your payment is not received by your indicated due date. For check payments, please make checks payable to:

Farm Wisconsin Discovery Center  
7001 Gass Lake Rd  
Manitowoc, WI 54220

Farm Wisconsin accepts MasterCard, Visa, American Express, or Discover card payments over the phone by calling 920-726-6000 during office hours (Monday-Friday, 9 am – 4 pm).

### **Farm Wisconsin memberships**

Farm Wisconsin memberships may be used to cover the admission cost. Please notify Farm Wisconsin staff ahead of time with members' first and last names during booking.

### **Bus drop off**

Unless otherwise stated, if you are arriving by bus, buses will need to drop off your group at the main entrance at Farm Wisconsin. Please remain on your bus(es) until your group is greeted. Should we need your bus to drop you off in a different location, this will be noted in your confirmation materials and listed in your schedule.

Once greeted, you will enter the main entrance doors where a staff member will be waiting to welcome you, collect your actual headcount, give a brief orientation, and distribute any further information.

### **Parking**

#### **Buses**

- Please have the bus driver pull up to the front, main entrance of Farm Wisconsin to drop off visitors.
- Please have visitors stay on the bus until you have checked in at the front desk.
- After drop-off, the bus driver can park the bus in our East parking lot (follow the driveway around the playground and park by the Conference Center entrance).
- Once the bus driver has parked, they will need to check in with the receptionist to receive any updates needed (i.e. taking a farm tour, the time to leave and where to meet, etc.) and receive their free admission.

#### **Cars, Vans, Other Vehicles**

- Please park in the main parking lot and enter through the main entrance of Farm Wisconsin.