



# Frequently Asked Questions – helping you prepare for booking a visit to the outdoor gardens at the Garfield Park Conservatory

## 1. How can GPC re-open safely?

- In partnership with the Chicago Park District, the Mayor's Office and the state we are complying with guidelines and directives due to COVID-19 and implementing new business operation protocols.
- All member and general public visits must be pre-booked in advance.
- Decreased capacity and timed entry will be implemented to manage the number of visitors per hour.
- Timed entry will be in 90 minute intervals from 10am to 3:30pm. The Conservatory will close at 5pm.
- This plan will only work with your cooperation. By respecting protocols together, we can offer all visitors an opportunity to enjoy nature in the gardens.

## 2. How do I plan a visit?

- You must book a reservation for a specified date and time online through our website here or by calling 773-638-1766.
- Visits remain free, but you can make a donation when you make your reservation. Suggested donation is \$5 per child and \$10 per adult. Donations are encouraged online at time of reservation and welcome on site. Any donation transactions on site with credit/debit card will be completed at least six feet from staff member. Cash donations can be dropped in a donation box (no cash handling by staff permitted).

## 3. What if I book a visit, but then need to change or cancel my reservation?

- If you are no longer able to attend at your scheduled time, please cancel your reservation. If you need to make a change to your booking, you have the ability to adjust your reservation 1 hour prior to your visit.

## 4. Can I get a raincheck in case of inclement weather?

- Your visit reservation will proceed rain or shine. Please dress for the weather. In the case of inclement weather, consider making a reservation for a new date if you no longer plan to attend. The building will remain closed.

## 5. Can I walk up and book a visit?

- Sorry, no. You must make your reservation in advance. [Click here to make your reservation](#) or call us at 773.638.1766

## 6. If my party has more than one person do we each need to make a reservation?

- Yes, every person in your party needs a reservation to help us manage attendance and capacity. When you make your reservation, please indicate the number of children and adults in your party. Reservations can be made for parties of up to ten people.

## 7. What should I expect before and during my visit?

- Reservations are good for a 90 minute visit to the outdoor gardens.
- Please come prepared to show confirmation on your mobile phone or print the confirmation email you received. It's important that all guests come prepared to show confirmation of reservation with minimal staff interaction.
- If you choose to donate on-site. Cash donations or checks can be dropped in the donation box contact-free.
- Your visit will allow only one way entry and exit. Entry and check-in will happen via the northwest corner of the Parking Lot at the Sensory Garden Gate. Exit through the gate just west of the Play and Grow Garden. Please follow the arrows and follow the path that we have created to ensure an enjoyable and safe visit for all. PDF map coming soon!
- All guests and staff are required to wear face coverings over nose and mouth (with exceptions made for people with medical conditions or disabilities that prevent them from safely wearing a face covering).
- Please practice social distancing – stay at least six feet away from visitors not in your party.
- Please note that restrooms and water fountains will be closed at this time.
- Only essential staff will be working on site using appropriate PPE.
- All outdoor gardens will be open except the Artist's Garden and Play & Grow. Those gardens will remain closed at this time.

## 8. Do I need to wear a mask or face covering when I visit?

- Yes, face masks or covering are required during your visit over your nose and mouth (with exceptions made for people with medical conditions or disabilities that prevent them from safely wearing a face covering).

## 9. Can we leave and come back during our visit?

- No re-entry is permitted once visitors enter during their reserved time.

## 10. Can I bring food and beverages with me on my visit?

- Food and beverages are allowed and there are a limited number of first come-first served chairs on the Bluestone Patio. No tables are available. There are grassy areas for picnics. Please note that our drinking fountains are shut off so please bring water with you. The Gift Shop will remain closed at this time.

## 11. Can I rent a wheelchair?

- Wheelchairs will be available with a request made in advance. Wheelchairs are free, but available on a limited basis. We have two wheelchairs available for use.

## 12. Will restrooms and drinking fountains be available?

- Restrooms and water fountains will be closed at this time. The Gold Dome, located just south of the Conservatory, at 100 N. Central Park Avenue will have bathrooms open from 9am – 5pm Wednesday – Friday.

## 13. Has the Conservatory increased cleaning?

- Yes, hand-sanitizing stations will be provided. All staff will be trained in COVID safety practices and using appropriate PPE.

## 14. Can I get a photo permit?

- Permits for photography will be issued for the outdoor grounds only and must be obtained via the Park District's Permit Office. [Click here to get started](#) (link opens in your web browser).

## 15. When will the indoor gardens open?

- At this time the indoor gardens will remain closed to the public. We will continue to work with the Chicago Park District, the Mayor's Office and the state to comply with guidelines and directives on how and when we can open our 2 acres of indoor gardens.