

chanticleer

### **General Frequently Asked Questions**

#### **When can I visit Chanticleer?**

Chanticleer is open to 2020 Season Pass holders with a reservation starting June 13 and to the general public with a reservation on June 27. Chanticleer will be open from Wednesday through Sunday from 10am to 5pm, and at 8am on the first Saturday of each month and on July 18. All visitors arriving by personal vehicle are required to make a parking reservation for day and time they visit. Those who arrive without a parking reservation are not guaranteed entrance to the garden.

#### **Do I or my family need to wear face coverings if we can stay more than six feet apart from others?**

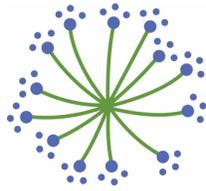
We ask all visitors to bring mask or a face covering and to wear them when near others and in rest rooms. Children over the age of two are expected to follow the same guidelines.

#### **What is Chanticleer doing to ensure the safety of guests and staff onsite?**

We are committed to the safety and health of visitors and staff. Chanticleer asks visitors to maintain social distance, wear face coverings when near people and in restrooms, and bring their own hand sanitizer to use as needed. A reservation system is used to manage safe capacity. High-touch surfaces at guest entry points are disinfected throughout the day. Safety protocols are being followed in accordance with recommendations of the CDC and the Pennsylvania Department of Health. In visiting Chanticleer, you agree to assume all responsibility for your health and wellbeing and will not hold Chanticleer responsible in any way with respect to COVID-19.

#### **I have a question that was not answered on the list, who can I contact?**

Chanticleer staff will be available to help you via phone at 610-687-4163, ext. 5 from 9am to 5pm daily.



chanticleer

### **Parking Reservation Questions**

#### **What is a parking reservation?**

Parking reservations offer reserved times to enjoy Chanticleer. With a parking reservation a pre-established number of guests enter during each interval, ensuring there is a parking space for them when they arrive. Parking reservations are required for admission if guests arrive by personal vehicle. You can make your parking reservation [here](#).

#### **I am a season pass holder. Do I need to make a parking reservation?**

Yes, Season Pass holders need to book a parking reservation each time they visit. In order to operate safely, we are limiting the number of guests who visit by moderating how many vehicles arrive throughout the day.

#### **The date or time that I want to visit is unavailable. Can I visit the garden without a parking reservation?**

Guests who arrive by personal vehicle without a parking reservation cannot be guaranteed a parking space. Please select another day and time to make a parking reservation or plan to arrive some other way (ride share, bike, walk in). Parking reservations are available in two-week increments.

#### **Do I need to print my parking reservation?**

No, you can either state your name to our staff member or present your electronic parking reservation on your mobile device when you arrive.

#### **How do I cancel, or modify my parking reservation?**

You can cancel your parking reservation at any time. Steps to cancel or modify:

- Open the Registration Confirmation email from Eventbrite in your email inbox
- Scroll down to find “View and manage your order online”, select that
- Select “cancel order” and “yes, cancel this order”
- Then create a new reservation for the day and time of your visit

If you need assistance, Chanticleer’s Visitor Services staff will be available daily from 9am to 5pm to help you via phone at 610-687-4163, ext. 5.

#### **I require an accessible (handicapped) parking space, do I still need a parking reservation?**

Yes, every visitor arriving by personal vehicle must book a parking reservation. Accessible parking spaces (handicapped spaces) are available and do not require a special reservation.

#### **I am arriving by ride share or taxi, is that permitted?**

Yes, those not arriving by personal vehicle do not need to make a parking reservation.

#### **What if we arrive late, after our entry time?**

Please plan to enter at your scheduled time. If you arrive within fifteen minutes of your scheduled time you will be able to park immediately. We will make every effort to accommodate late (or early) arrivals, but we cannot guarantee a parking space.

#### **Will we have to leave at a specified time?**

No, parking reservation apply to entrance times only. You are welcome to stay as long as you would like.