

Guest Policies



The Discovery Center is a participatory, hands-on environment. We invite you to have fun and use the exhibits actively and respectfully, and to be considerate of others. These Guest Policies were established as a commitment and promise to visitors, staff, and volunteers. The Discovery Center reserves the right to add, withdraw, or modify these terms and policies at its discretion in order to ensure the health and safety of Guests and Staff.

By visiting the museum, you accept our Guest Policies and further acknowledge that Discovery Center reserves the right to deny or revoke access to any person whom Discovery Center believes is violating our Guest Policies. Noncooperation may result in your being required to leave without refund, liability, or compensation and being denied access to Discovery Center in the future.

Three Rules of Play

We ask that all Guests participate in our Three Rules of Play:

1. **Walk & Talk:** We ask that Guests use their walking feet and talking voices within our spaces. Please refrain from running or shouting. However, children may unintentionally touch or bump into each other while actively playing and exploring inside the museum. Please be patient and understanding.
2. **Stay & Play Together:** We ask that families stay together in the museum. All Guests under the age of 18 must be accompanied by an adult at all times.
3. **Share & Take Care:** Please be mindful of other Guests and their ability to also participate in Discovery Center's exhibits and programs. Respect museum exhibits and facilities.

Additional Policies to Follow

4. Discovery Center exhibits and programs are designed for children ages 0-12. To enter the museum, your group must include a child (ages 0-12). Close relatives of that child ages 13-17 are welcome. We welcome individuals with disabilities who will benefit from our exhibits and programs. Due to safety concerns, visitors aged 18+ will not be admitted alone unless during a community wide event or with advanced approval from the CEO or a Vice

President. A staff led tour is available upon request; however, it is contingent upon staff availability.

5. Unruly behavior, profanity and other offensive language, and symbols or gestures to guests or staff may be cause for ejection without a refund.
6. The use of tobacco products and electronic vaping devices is prohibited on Discovery Center property.
7. Guests are allowed to bring small snacks, bottled water, and baby food/formula. We ask that food and drink not be consumed in the exhibit areas. Food and drinks can be consumed outside on the covered patio.
8. To ensure the Museum is comfortable for everyone, we ask that visitors wear appropriate clothing, including shirts and shoes, during their visit. Clothing or accessories that include offensive language, explicit images, or hate symbols are not permitted. Uncovered diapers and swimsuits are also not allowed.
9. Commercial photography and filming are conducted at the Discovery Center. Entry into the facility and/or purchase of an admission ticket constitutes your consent for the Discovery Center to use any pictures or films it deems appropriate without payment, inspection, or review.
10. Qualified service dogs, as defined by Title II and Title III of the ADA, are welcome to Discovery Center except in our Nature Play outdoor exhibit. Emotional support dogs are not allowed in the building. The Discovery Center reserves the right to refuse admission to a service animal that poses a direct threat to the health and safety of others.
 - a. Staff may ask two questions: (1) is the dog a service animal required because of a disability (Yes or No question), and (2) what work or task has the dog been trained to perform.
 - b. A service animal must be under the control of its handler. Under the ADA, service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks.
11. As authorized by T.C.A. Section 39-17-1359, except as stated below, Discovery Center does not permit firearms or weapons of any kind in the building. This policy includes individuals with carry permits. Discovery Center authorizes designated weapons to be carried by uniformed law enforcement officers conducting official business, on-duty plainclothes law enforcement officers conducting official business, or off-duty law enforcement officers who are required by their agencies to carry weapons at all times (such as homeland security) - these individuals must check in with the security desk upon arrival.