

Rules and Policies

Discovery City reserves the right to close at any time. Be sure to check our website and social media for changes due to weather, special events, and holidays.

Abusive or Foul Language is not permitted on museum premises.

Child Supervision by a parent/caregiver is expected at all times. Child drop-offs are not permitted unless otherwise stated in a class or camp description.

Cleaning Procedures of all toys and surfaces are completed on a routine basis. Please use Yuck Buckets if an item needs attention. The museum reserves the right to periodically close in order to allow staff to deep clean exhibits.

Food and Beverages are not allowed in the exhibit areas. The Knowlton room will be open if your child needs a quick snack or drink.

Lockers for valuables and personal items should be locked or remain with you at all times. Keys may be checked out at the desk and will be first come, first served. Discovery City is not responsible for lost, stolen or damaged items. Coat hooks are available.

Lost and Found is located at the front desk of Discovery City. Lost and found items will be held for thirty days.

Nursing Mothers, please speak with a staff member if you prefer a private area to feed your child.

Photography and Videos of your family are encouraged, but we ask that you do not capture other children or families in your photos or videos. Photos and videos shall be for private, noncommercial use only.

Proper Attire including shirts and shoes are required at all times on both adults and children of all ages. When entering the Tot Spot, adults are required to take off their shoes or use provided shoe covers for the safety of your children. Clothing containing inappropriate material and/or language is not permitted.

Re-Entry with a daily admission ticket is valid all day. As long as we are not at capacity, you are welcome to leave and return the same day. If you do leave and we reach capacity, you will be asked to wait in an existing line for re-entry.

Refunds and Right to Refuse Policy is in place as Discovery City Children's Museum seeks to maintain high standards of service and play. We reserve the right to refuse entrance or to ask a guest to leave the premises immediately without refund for any reason.

Safety of our guests is a priority. Alcohol, smoking and/or vaping, glass, bicycles, skateboards, hazardous materials, and weapons are prohibited. Security cameras are in place and monitored at all times. Museum staff reserves the right to deem items dangerous and inappropriate in a public setting.

Service Animals are always welcome in the museum. Visitor's general pets are not permitted.

Sick Adult or Child who is experiencing an elevated temperature, an illness that may be contagious, or are too sick for school or work, we ask that you postpone your visit to the museum. The health and safety of our visitors and staff is our top priority.

Unaccompanied Adults (any person 18+) are allowed into the museum by appointment for a staff escorted tour. Adults seeking tours may do so by calling the museum to schedule an appointment.