



Terms & Conditions

The Greater Cleveland Aquarium cannot guarantee that any visitor will not contract COVID-19 while on premises. By visiting, all visitors voluntarily assume all risks related to COVID-19 exposure and accept and agree to abide by these guidelines and all other signage posted on premises, including but not limited to:

- Visitors two (2) years of age and older must wear a face covering, secured to the face that covers both the nose and mouth following CDC guidelines. By purchasing tickets the visitors agree to wear a mask and understand they will not be admitted without one, no exceptions.
- At all times, visitors must remain at least six (6) feet apart from others not in their household.
- Visitors may be asked questions recognized by the CDC that address possible COVID-19 symptoms and deny entrance to or remove any visitor who reported having COVID-19 symptoms.
- Visitors must respect all posted signage and rules and follow verbal instructions, or may be denied entry or be required to leave the premises.

General Admission Tickets

Tickets are good for one-time use only. General admission tickets can be transferred to a different visitation date, but not refunded. General admission tickets expire two years from date of purchase. The Aquarium is open daily with the exception of Thanksgiving and December 25. Separate tickets are required for special events.

Greater Cleveland Aquarium Annual Passes

Passes are valid for one year from activation. If you renew early, a year will be added to your current expiration. All purchases are final. Cards and associated privileges are non-transferable. Questions? Please contact us at passholders@greaterclevelandaquarium.com or by calling 216.862.8803.

Guest Behavior

Minors must be accompanied by an adult. The Aquarium reserves the right to refuse admission, control occupancy or expel individuals whose conduct endangers or disrupts other guests or the animals in our care. You agree to assume full responsibility for any injuries that may occur to you in or about the Greater Cleveland Aquarium.

Photography Policy

The Aquarium reserves the right to film, photograph or record visiting guests for the purpose of advertising, publicity or promotion. By entering the Aquarium, you acknowledge the Aquarium's right to use your likeness, actions or statements in any live, recorded or photography without your further authorization or compensation.

Special Event Tickets

Tickets are good for one-time use only. Special event tickets will not be refunded unless the event is cancelled by the Greater Cleveland Aquarium.

Education Programs

Greater Cleveland Aquarium's Education Department offers a variety of tours, programs and educational opportunities. Each has its own pricing and cancellation policy. Please contact the Education Department at education@greaterclevelandaquarium.com or 216.862.8803 x 7715 for details.