



## THE WORLD'S GREATEST WAX MUSEUM

*Experience the world of fame at Madame Tussauds Nashville*

*We've rolled out the red carpet for you! Madame Tussauds Nashville, an interactive, famous fun experience and the only all themed Madame Tussauds wax museum in the world. In a city with millions of things to see and do, there is only one place where musical icons provide you with the experience of a lifetime.*

### Group Preparation Guide

#### **Group Requirements & Benefits:**

- ✓ Discounted group rates are available for advance group bookings of (10 people) or more.
- ✓ Advanced pre-paid reservations are required a minimum of (7) days prior to the visit date.
- ✓ Schools/Youth & Adult Groups:
  - ✓ One adult chaperone must accompany every (10) youth. (grades K-12)
  - ✓ Tax Exempt rates are available. Please email your tax-exempt form and booking confirmation number to [nashville@merlinentertainments.biz](mailto:nashville@merlinentertainments.biz).
  - ✓ Receive (1) complimentary ticket with every (20) tickets purchased.

Comp tickets will automatically be added to the cart during the checkout process.

#### **Visit Duration:**

- ✓ Madame Tussaud is a self-guided experience. It normally takes about 45 minutes to an hour to tour the museum attraction. However, you may take as little or as long as you need to fully experience the entire attraction. We are home to over 70 -iconic musician figures and 16 themed spaces representing all genres and eras of American music.

#### **Group Hours of Operation:**

- ✓ Group rates are available 7 days a week
  - Sunday: 11 am – 6 pm
  - Monday: 10 am – 8 pm
  - Tuesday: 10 am – 8 pm
  - Wednesday: 10 am – 8 pm
  - Thursday: 10 am – 8 pm
  - Friday: 10 am – 8 pm
  - Saturday: 10 am – 8 pm
- ✓ The attraction may open or close early for special events. Visit our website for the most recent updates. <https://www.madametussauds.com/nashville/plan-your-day/before-you-visit/opening-hours/>

**Group Booking Process:**

- ✓ Group reservations may be made online through the secure Online Booking Portal, or you may book with our group coordinator by calling 615-485-4867.
- ✓ Group tickets are scheduled & dated.
- ✓ Main contact will receive an instant email confirmation.
- ✓ Choose electronic tickets or you can print your tickets at home prior to your visit.
- ✓ Tax Exempt rates are available. Please email your tax-exempt form and booking confirmation number [nashville@merlinentertainments.biz](mailto:nashville@merlinentertainments.biz) prior to your date of visit.

**Group Payment:**

- ✓ Payments (online) must be made with a credit/debit card at time of booking.
- ✓ Payment types accepted: Visa, MasterCard, American Express and Discover.
- ✓ Please call 615-485-4867 if you need additional tickets after you have paid.

**Group Cancellation, Reschedule and No-Show Policy:**

- ✓ Reservation may be cancelled or rescheduled prior 7 days prior to your original visit date by emailing [nashville@merlinentertainments.biz](mailto:nashville@merlinentertainments.biz) or by calling 615.485-4867.
- ✓ Tickets expire on the date and time they are purchased for.
- ✓ There are NO REFUNDS once tickets have been purchased.

**Location: Getting Here**

- ✓ Madame Tussauds Nashville is in Opry Mills, adjacent to the Grand Ole Opry, Gaylord Opryland Resort & Convention Center, General Jackson Showboat and Paula Deen's Family Kitchen.
- ✓ Madame Tussauds Nashville 515 Opry Mills Drive, Nashville, TN 37214.
- ✓ Our attraction is situated between I-40 and I-65 on Briley Parkway, (HWY 155) Exit 11, Opry Mills Drive. We are located near Exit 5 entrance at the North end of the mall.
- ✓ Airport: We are located (8) miles from Downtown Nashville and (6) miles from the Nashville International Airport (BNA)

**Group Recommendations & Important Information:**

- ✓ Please have your group together to ensure a more seamless visit and minimize wait times.
- ✓ Children should not bring more than their outerwear coats, hats, gloves, and bag or backpack. There is no storage facility and we are not responsible for any lost or stolen items.
- ✓ We do not allow outside food or beverages into the attraction. Please kindly plan all meals before or after your visit.
- ✓ Re-entry is allowed if you wish to take a break from your visit for lunch. Please see one of our team members regarding re-entry.
- ✓ We recommend socks and closed-toe shoes for all children.
- ✓ All children under (12) will be required to have chaperone supervision.
- ✓ Our entire attraction is cashless. We accept apple pay, debit and credit card for admissions, merch and music for souvenirs and photo passes.

## Arriving at the Attraction:

### Motor Coach/Bus Drop Off

- ✓ Buses can drop groups off at Entry 5.
- ✓ Bus Parking is FREE.

### Entering the Attraction

- ✓ Groups should remain outside of the admissions queue prior to arrival.
- ✓ Only the group leader should enter the queue line to check in the group for the day.
- ✓ Present your group order confirmation to the attractions front desk. We ask for your assistance in keeping your group together at this time as our staff will welcome the group.

## Amenities:

- ✓ Merch & Music Gift Shop
- ✓ Clean Restrooms
- ✓ Family Restrooms / Changing Tables
- ✓ Photo Booth
- ✓ Recording Studio

## Accessibility:

- ✓ **How does Madame Tussauds accommodate Guests with disabilities?** Our facilities are designed to be fully accessible to guests with a disability.
- ✓ **Can I use my own wheelchair inside Madame Tussauds?** Yes. You may use your own wheelchair at Madame Tussauds.
- ✓ **Can I bring my Service Animal to Madame Tussauds?** Service Animals are welcomed inside the attraction. At Madame Tussauds, a service animal is a dog or miniature horse that is trained to do work or perform tasks for, and to assist an individual with a disability. Service animals must always be under the control of the owner and should remain on a leash or in a harness. Employees are not able to take control of service animals.

## Star-Studded Safety: Keeping you fabulously safe.

- ✓ For the most recent updates to our safety guidelines, please check <https://www.madametussauds.com/nashville/plan-your-day/information/star-studded-safety/>

## Additional FAQs:

- ✓ **Can I take a camera to Madame Tussauds?** We encourage you to take many photos! Cameras are permitted in all public areas of Madame Tussauds. If you are a film crew or press and need access to the attraction, please contact our press contact [Brittany.Williams@MerlinEntertainments.biz](mailto:Brittany.Williams@MerlinEntertainments.biz) for further information.
- ✓ **No outside food or beverage is allowed inside the attraction**
- ✓ **Storage:** Kindly make your own personal arrangements to store large bags and luggage prior to your visit to Madame Tussauds.
- ✓ **Weapons:** Help make Madame Tussauds a safe place for fellow patrons and staff by leaving weapons of any kind at home.
- ✓ For the most recent updates to our FAQs, please check <https://www.madametussauds.com/nashville/plan-your-day/information/faqs/>

## Nearby Group Restaurants / Areas to Eat Bagged Lunches:

**NEARBY RESTAURANTS**

- ✓ Opry Mills – Food Court
- ✓ Paula Deen's Family Kitchen
- ✓ Aquarium Restaurant
- ✓ Bavarian Bierhaus
- ✓ Rainforest Café
- ✓ Chilli's Grill & Bar
- ✓ Dave & Busters
- ✓ Chuy's
- ✓ Cheesecake Factory
- ✓ Saltgrass Steak House

**GROUP SEATING**

- ✓ Only applies to private event bookings.

**Nearby Attractions & Things to Do:****ATTRACTI0NS:**

- ✓ Grand Ole Opry
- ✓ General Jackson Showboat
- ✓ Gaylord Opryland Resort & Convention Center
- ✓ The Great Big Game Show & Escape Room
- ✓ Regal Cinema & IMAX
- ✓ Paula Deen's Family Kitchen

**SHOPPING**

- ✓ Opry Mills