

# Madame Tussauds

## NASHVILLE

### THE WORLD'S GREATEST WAX MUSUEM

#### *Experience the world of fame at Madame Tussauds Nashville*

*We've rolled out the red carpet for you! Madame Tussauds Nashville is the most interactive famous fun experience and the only all music themed 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) or more.
- ✓ Advanced pre-paid reservations are required a minimum of (14) days prior to the visit date.
- ✓ Local Schools & Youth Groups:
  - ✓ One adult chaperone must accompany every (10) children. (grades K-12)
  - ✓ Receive (1) complimentary adult ticket with every (20) children tickets purchased. Comp tickets will automatically be added to the cart during the checkout process.

#### **Adult Groups:**

- ✓ Receive (1) complimentary ticket for every (20) tickets booked. Comp tickets will automatically be added to the cart during the checkout process.
- ✓ Tax Exempt rates are available. Please email your tax-exempt form and booking confirmation number to [nashville@merlinentertainments.biz](mailto:nashville@merlinentertainments.biz) after your purchase.

### Visit Duration:

- ✓ The tour through the attraction is self-guided. It should take you approximately 60 to 90 minutes to complete your tour. However, you may take as little or as long as you need to fully experience the entire attraction.

### Group Hours of Operation:

- ✓ Group rates are available 7 days a week
  - Sunday: 12 noon – 6pm
  - Monday: 11am – 8pm
  - Tuesday: 11am – 8pm
  - Wednesday: 11am – 8pm
  - Thursday: 11am – 8pm
  - Friday: 10am – 8pm
  - Saturday: 10am – 8pm
- ✓ The attraction may open or close early for special events. Visit for the most recent updates. <https://www.madametussauds.com/nashville/plan-your-day/before-you-visit/opening-hours/>
- ✓

### Group Booking Process:

- ✓ All reservations must be made online through the secure Online Booking Portal.
- ✓ Group tickets are timed & dated.
- ✓ Main contact will receive an instant email confirmation.
- ✓ Choose electronic tickets or print at home tickets 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) after your purchase.

### Group Payment:

- ✓ Payments must be made with a credit/debit card at time of booking.
- ✓ Payment types accepted: Visa, MasterCard, American Express, and Discover.
- ✓ Additional tickets cannot be added to your original reservation after your order is made. We suggest booking for the maximum amount of people anticipated in your group.
- ✓ If you end up having fewer individuals than originally booked, you can contact the Group Sales Department at [nashville@merlinentertainments.biz](mailto:nashville@merlinentertainments.biz) (48) hours in advance for a partial refund of those tickets.
- ✓ If additional tickets are required upon arrival, the higher walk up group rate may apply.

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

- ✓ Paid reservation may be cancelled or rescheduled any time prior to 48 hours of your original visit date by emailing [nashville@merlinentertainments.biz](mailto:nashville@merlinentertainments.biz) or call 615.485-4867.
- ✓ Tickets expire on the date and time they are purchased for.
- ✓ There are NO REFUNDS on unused tickets after your visit date has passed.

### 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 near the Macaroni Grill.
- ✓ 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 pre-sorted into groups of no more than (20) students 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 using the bus loop near Paula Deens Family Kitchen.
- ✓ Bus Parking is FREE.

#### Entering the Attraction

- ✓ Groups should remain pre-sorted into small groups 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 deliver the attraction's rules, provide chaperones with center brochures and provide further instruction before entering.

### Amenities:

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

### 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.

- ✓ Accessorize! Wear a face covering (OPTIONAL)
- ✓ We reduced our capacity, so you have more space to strut your stuff
- ✓ We love a new glossy sign. Please read them, they are helpful
- ✓ Oh snap! Some experiences may be limited or unavailable at times
- ✓ Increased deep cleaning
- ✓ Be wise. Sanitize.
- ✓ 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 taking 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
- ✓ Bavarian Bierhaus
- ✓ Rainforest Café
- ✓ TGI Fridays
- ✓ Chilli’s Grill & Bar
- ✓ Dave & Busters
- ✓ Chuy’s
- ✓ Old Hickory Steak House
- ✓ Romano’s Macaroni Grill
- ✓ Cheesecake Factory

#### GROUP SEATING

- ✓ Only applies to private event bookings.

### Nearby Attractions & Things to Do:

#### ATTRACTIONS:

- ✓ Grand Ole Opry
- ✓ General Jackson Showboat
- ✓ Gaylord Opryland Resort & Convention Center
- ✓ Regal Cinema
- ✓ Paula Deen’s Family Kitchen
- ✓ General Jackson Showboat

#### SHOPPING

- ✓ Opry Mills