



**THE WORLD'S GREATEST WAX MUSUEM**  
*Discover a world of celebrity fun in Fisherman's Wharf*

Race against the clock to decipher clues to break out of Alcatraz! Step on stage and Rock 'n' Roll in style with Jimi Hendrix. Get in the game and go one-on-one with Stephen Curry. Take center stage and perform with mega-star Taylor Swift. Create your own Hitchcock movie scene alongside the "Master of Suspense". Take a groovy trip back in time and celebrate the spirit of San Francisco

## **Group Preparation Guide**

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

- ✓ Discounted group rates are available for advance group bookings of 10 or more
- ✓ Groups:
  - ✓ Receive one free comp ticket for every 20 tickets booked. Comp tickets will automatically be added to the cart during the checkout process.
- ✓ Student & Youth Groups:
  - ✓ Receive one free adult comp ticket for every 20 student tickets booked. Comp tickets will automatically be added to the cart during the checkout process.

### **Group Booking Process:**

- ✓ Reservations must be made 14 day in advance
- ✓ Minimum of 10 tickets required for group rates
- ✓ Maximum group size is 40 people
- ✓ All reservations must be made online through the secure Online Booking Portals.
- ✓ Group tickets are dated
- ✓ Receive an instant email confirmation
- ✓ Choose electronic tickets or print at home tickets

### **Group Payment:**

- ✓ Payments must be made with a credit 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 [Info@madametussaudsSF.com](mailto:Info@madametussaudsSF.com) 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 [Info@madametussaudsSF.com](mailto:Info@madametussaudsSF.com)
- ✓ 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:

- ✓ Find us at Fisherman's Wharf. Madame Tussauds San Francisco is located two blocks away from the historic Pier 39, and just steps away from the famous Fisherman's Wharf sign.
- ✓ 145 Jefferson Street, San Francisco, California 94133 USA

### Visit Duration:

- ✓ The tour through the attraction is self-guided. It should take you approximately 45 to 60 minutes to complete your tour. However, you may take as little or as long as you need to experience the entire attraction.

### Arriving at the Attraction:

#### Entering the Attraction

- ✓ Upon arrival, we recommend having all groups assigned prior to entering the center
- ✓ 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.

### Group Hours of Operation:

- ✓ **Group rates are available 5 days a week**
  - Sunday: 12pm – 6pm (last entry at 5:30pm)
  - Monday: 12pm – 6pm (last entry at 5:30pm)
  - Tuesday: CLOSED
  - Wednesday: CLOSED
  - Thursday: 12pm – 6pm (last entry at 5:30pm)
  - Friday: 12pm – 6pm (last entry at 5:30pm)
  - Saturday: 12pm – 6pm (last entry at 5:30pm)
- ✓ The attraction may open or close early for special events. Visit <https://www.madametussauds.com/san-francisco/plan-your-day/before-you-visit/opening-hours/> for the most recent updates and operating hours

### Amenities:

- ✓ Gift Shop
- ✓ Concessions

### Accessibility:

- ✓ Wheelchair and stroller accessible, but no rentals available
- ✓ Our facilities are designed to be fully accessible to guests with a disability. Our trained staff will ensure that guests who require assistance are transported safely by means of an elevator designated for this purpose.
- ✓ 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 be under the control of the owner at all times 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
- ✓ We reduced our capacity so you have more space to strut your stuff
- ✓ We love a new glossy sign. Read them, they are helpful
- ✓ Make room. Celebs need their space. Maintain 6 feet social distancing
- ✓ Oh snap! Some experiences may be limited or unavailable at times
- ✓ Increased deep cleaning
- ✓ Be wise. Sanitize, oh and it's free – Whoop!
- ✓ Looking fresh! Our team will be working their best PPE look to keep you and themselves safe
- ✓ Our teams complete COVID-19 Training to keep everyone safe & healthy

### 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 office for further information.
- ✓ **No outside food or beverage is allowed inside the attraction**
- ✓ **Can I eat or drink at Madame Tussauds?:** No, eating and drinking are not permitted at Madame Tussauds. All guests will be asked to finish any food or beverages before entering the attraction. Concessions (i.e. soda pop, candy, water, juice, etc.) are sold in 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.
- ✓ **Do you accept the Euro or other foreign currency?** We only accept payments in cash (U.S. Dollar), credit card (Visa, MasterCard, Amex, and Discover), and China Union Pay.

### Nearby Group Restaurants:

- ✓ Hard Rock Café
- ✓ Fog Harbor Fish House
- ✓ Bubba Gump Shrimp Co
- ✓ Alioto's Restaurant
- ✓ IHOP

### Nearby Attractions:

- ✓ Golden Gate Bridge
- ✓ Pier 39
- ✓ Fisherman's Warf
- ✓ Alcatraz

### Getting Here:

- ✓ **Motor Coach Drop Off:** Group drop off in front of the attraction is on a first-come, first-serve basis.
- ✓ **By Foot:**
  - From Pier 39. Head west towards the Pier 39 Concourse, turn right onto The Embarcadero and continue onto Jefferson Street. Madame Tussauds San Francisco is located on the left, next door to the San Francisco Dungeon.
- ✓ **By Car:**
  - From East Bay take Highway 80 across the Bay Bridge. Stay in the left lane and take the Harrison St. exit (Exit 2B). Turn Right on Harrison, and left onto The Embarcadero. Proceed down Embarcadero for about two miles. The Embarcadero will turn into Jefferson St.
  - From South Bay take 101N, then merge onto 80E. Take the Fourth St. exit and merge onto Bryant St. Go ½ mile and turn left onto The Embarcadero. Proceed two miles and The Embarcadero will turn into Jefferson St. We will be on the left side of the street.
  - From North Bay take 101S across the Golden Gate Bridge. Stay on Richardson Ave, which will turn into Lombard St. Make a Left onto Van Ness and then a right onto N. Point. Turn left onto Mason St. and another left onto Jefferson St.
- ✓ **By Train:**
  - By BART: Exit at the Embarcadero station and take the F-Line, which is our local trolley system. The trolley will drop you directly across the street from our attraction.
  - By cable car to Bay and Taylor: Walk north toward Jefferson St. then make a left onto Jefferson. We are located half a block down on the left side of the street.