

1. How long does a group visit take at FlyOver America?

- The entire FlyOver America experience lasts approximately 30 minutes.
 - Please note experience time may increase depending on the size of the group.

2. Where is the dropoff/pick up point at FlyOver America?

- All motor coaches, busses, etc. are required to drop off/pick up guests at the North Entrance of Mall of America.
 - It is a short walk from the entrance to FlyOver America's admissions counter located in the southwest corner of Nickelodeon Universe.

3. How many chaperones (responsible adults) are required for youth groups?

- In order to ensure safety of all guests, youth groups have a 6:1 student-to-chaperone ratio for groups under 12 years of age.
 - For every 6 guests (12 and under) one chaperone will receive complimentary admission.

4. What if someone in the group require mobility assistance?

- FlyOver America is committed to making the experience as accessible and convenient as possible for all of our guests. All areas of our attraction are wheelchair accessible.
 - When booking your group please discuss any and all concerns with the sales representative prior to your arrival.

5. Is there space available on-site for the group to eat?

- Food and drink are not allowed inside the attraction. FlyOver America does not have a designated area for groups to have a meal, snack, etc.
 - FlyOver America would be happy to store your food in a designated area.
*Please note there will not be access to keep items refrigerated.
 - Your group may eat at any open tables in the South or North food court which are based on a first-come, first-serve basis. Or you can ask your sales representative for recommendations and contact information at various Mall of America restaurants.



6. How do I book a group?

- To make reservations, please call the sales team at 952.853.6000 or email groups@flyover-america.com. All reservations must be made at least 2 weeks prior to arrival.

7. When are my final guest numbers and full payment due?

- Final guest count and full payment are due 72 business hours prior to your flight.

8. What information will I receive once I book my group?

- Once your reservation is made, the group contact will receive: an invoice, contract, credit card authorization, directions, bus parking information, and any other related materials to ensure your visit is easy and enjoyable.
 - All materials will be sent electronically through email from the sales representative.
 - Please sign and return the contract within one week of receiving it.

9. What happens if my group is running late?

- Groups that arrive later than their scheduled arrival are subject to longer waits as to accommodate with other paying guests at the attraction.
 - Please contact the sales representative, or a manager, at FlyOver America to inform them of any late arrivals. The team will do their best to accommodate the group.

10. What if I need to cancel my reservation?

- Once full payment has been received, the reservation is non-refundable. The tickets turn into general admission tickets and are valid for one year from print date until used.

