

## **Guest Code of Conduct – Florida Oceanographic Coastal Center**

Florida Oceanographic Society (FOS) operates the Florida Oceanographic Coastal Center, a family-friendly nature center, aquarium, and research facility located in Stuart, Florida. The Coastal Center is open to the public, and offers various educational programs and activities on a scheduled basis. Plan your Coastal Center visit at [www.Floridaocean.org](http://www.Floridaocean.org).

For the health, safety, and comfort of our Coastal Center guests and staff members, our Conservation Ambassador animals, and the wildlife that lives on our property, all visitors are expected to adhere to the below Guest Code of Conduct. Failure to follow these rules or spoken instruction from an FOS representative may result in ejection from our facility. Refunds will not be issued for ejections.

### **Guest Conduct**

- Smoking, vaping, and the use of tobacco products are prohibited on Coastal Center property. Smoking is permitted in the parking lot away from main entrance. Please dispose of cigarette butts in the provided receptacle before entering.
- The use of illegal drugs and alcohol are prohibited on Coastal Center property and at off-site events hosted by Florida Oceanographic Society. Drug or alcohol use, or obvious signs of intoxication, are grounds for immediate removal from property without a refund.
- Shoes and shirts must be worn at all times. Clothing with offensive language or imagery, or clothing that detracts from our family-friendly atmosphere, are not allowed at our facility and are grounds for ejection. Bathing suits must be appropriately covered while visiting the Coastal Center.
- Arguing, fighting, harassment, intimidation, intentional disruption of programs, or the use of profane language will result in immediate removal from property for all involved parties.
- Follow all animal contact instructions provided by FOS representatives. Guest behavior that is harmful or stressful to our Conservation Ambassador animals is grounds for immediate removal from property without a refund. This includes, but is not limited to:
  - Throwing food, rocks, or any foreign objects into aquariums.
  - Tapping on aquarium glass.
  - Running and roughhousing, as these can frighten our animals.
  - Failure to follow feeding or touching instructions.
- Intentional destruction of FOS property is not allowed. Removal of wildlife and plants from FOS property is prohibited.
- No climbing on exhibits. Please use exhibits for their intended purpose only.
- No swimming or wading in the Indian River Lagoon Estuary or any water bodies along our nature trails.
- Please stay on designated nature trails and boardwalks at all times. Do not enter areas identified as “Off Limits” or “Staff Only.”
- Please obey staff instructions at all times.
- FOS does not permit solicitation, sales, or the distribution of literature or propaganda on our property, including our parking lot, without prior written approval.

### **Service Animals/Pets**

- Service Animals (dogs or miniature horses) that are individually trained to do work or perform tasks for guests with disabilities are always welcome at the Coastal Center. Service Animals

must remain on leash at all times, unless this prevents the animal from performing its duties. Service animals that act in a way that endangers other patrons, other service animals, or our facility may be asked to leave.

- Emotional Support Animals, Comfort Animals, Companion Animals, Therapy Animals, and other pets are not allowed on Coastal Center property.
- For more information about our Service Animal and pet policy, please visit: <https://www.floridaocean.org/coastal-center>

### **Children/Minors**

- Children under the age of 15 must be accompanied by a parent or guardian over the age of 18 at all times.

### **Food/Beverage**

- Food is welcome in the outside areas of the Coastal Center. Enjoy lunch at one of our picnic tables. Food is prohibited within 15 feet of all live animal exhibits and inside buildings. Please dispose of your trash and recyclables in the appropriate receptacles.
- Feeding of wildlife is prohibited for the safety of guests and our local wild populations.

### **Photography/Videography**

- Professional, for-profit photography is prohibited at the Coastal Center without prior written approval.
- Underwater photography using small hand-held cameras (e.g. GoPro or similar) is permitted at the invertebrate touch tank and the ray touch tank, except during feeding or resting times. Underwater photography is prohibited in all other exhibits. Cameras must be rinsed immediately before use, and extension poles, selfie sticks, and flash photography are not allowed in these exhibits.
- Do not follow, chase, or harass animals while filming. You must stay in one location and shield any sharp clips/ edges with hand.
- If at any point instructions from staff are not followed, or if any other situations arise that could negatively impact the animals, the device must be removed from the exhibit immediately.
- The use of unmanned aerial vehicles (Drones) are prohibited at the Coastal Center without prior written approval.