



## FAQ'S

Do you have any questions? Maybe you can find the answer here!

### THE EXPERIENCE

#### **What can I expect from The Da Vinci Experience?**

Discover a new way to enjoy the works of Leonardo Da Vinci and immerse yourself in the artist's masterpieces at this 360-degree digital show. Expect digital displays, sound effects, projection mapping, virtual reality experience and much more!

#### **How long does the experience last?**

The visit will take around 55 to 60 minutes. Due to COVID restrictions we ask that all patrons adhere to this time limit.

#### **Is it COVID secure and safe?**

The experience is designed to be COVID safe. We are confirming to all Provincial Ministry of Health recommendations and our staff have a COVID plan and training. Our Covid Guarantee is that if your event is cancelled due to Covid restrictions we will reschedule you at the next available date and time at no cost.

#### **Will there be merchandise for sale?**

Yes, we will have a souvenir shop.

#### **How long will the Da Vinci Experience be at Tsawwassen Mills?**

It is expected to be here for up to a year, and then the exhibit will switch to a new artist

### ACCESS

#### **Is this a child-friendly environment?**

This event is recommended for all ages.

#### **Do I need to arrive at the start of my scheduled session?**

This is a timed entry event (every 30 minutes) so it is recommended that you arrive within 10 minutes of the time stated on your ticket.

#### **What happens if I arrive late?**

Your ticket will still be valid, but you may be required to wait until there is space in the following times slots.

#### **What are the prohibited items at the experience?**

Flash photography, alcohol, external food/beverages or anything which may disturb the other patrons.

#### **Can I smoke or vape?**

No.

**Is alcohol permitted at the experience?**

No.

**Will restrooms be available on site?**

There are restrooms available in the Mall within easy walking distance

**What do I do if I have any questions about accessibility / special accommodations?**

The Da Vinci Experience exhibition is accessible to wheelchairs and we are an Access2 participant

**Is there parking nearby?**

Free parking is available at the Mall, and we recommend that you enter at Entrance #3, Restaurant Row

**TICKETS****Where can I get tickets?**

Available on our Website [sensea.show/canada/](http://sensea.show/canada/)

**What are the ticket prices?**

Prices from \$19.99-21.99 for youth and \$23.99-25.99 regular admission, under 3 free

**What are the days and times you are open?**

We are taking timed admissions every 30 minutes starting at 10am (11am Sundays and holidays) until 6:30pm seven days a week

**Do you offer discounts for Seniors or Families?**

Yes, our regular admission prices have special lower prices for Seniors and Families

**What is included in the ticket price?**

Our regular admission prices do not include the VR Experience (can be bought separately at time of purchase or onsite) or taxes and fees.

**Can I reschedule my tickets to another date/time, or upgrade/downgrade my ticket?**

We may be able to help reschedule or exchange your ticket for another date, time or ticket type that has not already sold out. Fees may apply.

**Can I transfer my tickets to another person?**

Yes, you can transfer your tickets to anyone for free.

**What is your refund policy?**

Tickets are generally non-refundable. Ticket non-refund terms and conditions are agreed to before purchase

**MISCELLANEOUS****Should I wear a mask?**

Yes, they are mandatory, and you must practice social distancing for the safety and comfort of everyone.

**Can I take photos or record the experience?**

Feel free to take photos and share them. When taking photos, please make sure not to disturb other customers (no flash). Professional equipment and tripods are not permitted.

**Do you offer group/corporate discounts?**

Yes, for groups of 10 or more contact [canada@sensea.show](mailto:canada@sensea.show)

**Do you offer Press Passes?**

Yes, contact [canada@sensea.show](mailto:canada@sensea.show)

**Do you offer sponsorships/partnerships?**

Yes, contact [canada@sensea.show](mailto:canada@sensea.show)

**What about employment opportunities?**

Contact us at [Hr@sensea.show](mailto:Hr@sensea.show)

