

Frequently Asked Questions for Groups



What is the Amazing Chicago's Funhouse Maze? The Maze is a 4800 square foot, sensory experience where our guests get "lost" under the City of Chicago & have to "find" their way out through our mazes and exhibits.

Do you offer group rates? Yes, group rates start at \$7.95 per person (plus tax) and the price will decrease further for groups of 50+ guests.

How many guests do we need for a group rate? We consider a group to be 10 people or more.

Are Tour and Travel rates available? Yes, further reduced rates are available to Tour & Travel Companies.

What kinds of groups visit the Maze? Many different groups including, but not limited to: schools, camps, youth groups, family reunions, Scouts, YMCA's, park districts, birthday celebrations, special needs groups.

Is it scary? There are areas of darkness, startling effects, strobe lights, enclosed areas and the mazes will cause confusion; these aspects may be too intense for small children but are **REALLY** fun for older guests!

Is there an age requirement? We strongly recommend guests be at least 7 years old before visiting the Maze.

Does a group have to visit all together? No, groups can visit all at one time or come at their leisure.

How long does it take to get through? This is a self paced attraction. We encourage you to Stay & Play! Your group's time with us will depend on the size of the group and how long your guests choose to remain in the facility. Please let us know about any timing requirements & we will create an experience that meets your needs.

What can we do to make our visit extra fun? We offer upgrades, games and goody boxes to make your visit extra special. Please see our **Group Upgrades, Games and Goodies** page for more details.

Where is the Maze located? We are centrally located on Navy Pier between Häagen Dazs & Riva Restaurant.

What are the hours of operation? **Open:** 10am everyday **Close:** According to Navy Pier's schedule.

What is your payment policy? A 20% deposit is due upon making a reservation. Full payment and final count are due two weeks prior to your visit. We accept all major credit cards and organizational checks for payment.

Do you accept Purchase Orders? We apologize for any inconvenience this may cause but we do not accept purchase orders. All reservations must be paid in full before the group enters the Maze.

Do I have to pay tax? Yes, the tax applied to all ticket purchases is a City of Chicago amusement tax. The tax is not a sales tax and it does not qualify for tax exemption.

What is your refund policy? Deposits are refundable up to 2 weeks before your visit; within 14 days of the reservation, monies become non-refundable but are transferable.

How are tickets distributed? Will Call is available or tickets can be sent upon receipt of full payment.

Is the Maze suitable for guests with special needs? Many guests with special and varying needs have visited and enjoyed the Maze. The Maze is wheelchair accessible and ADA compliant. We will help create an experience that is fun for everyone in your group!

Can pregnant women visit the Maze? Yes, however, please keep in mind the Maze is a full sensory experience and you will feel lost, dizzy and sudden up and down movements. Please exercise good judgment.

Is the Maze appropriate for Day Care Center outings? We strongly recommend guests be at least 7 years old before visiting the Maze. We want everyone to have a positive experience and some of the effects can be too intense for the little ones.

Does the Maze host birthday parties? The Maze a great option for birthdays celebrated at Navy Pier. We will help you create a memorable event and have many connections with other businesses at the Pier to help you plan a fun-filled day.

Is there a private party room? At this time, the Maze does not have a private party room but we do offer goody bags and game upgrades that will make your event extra special!

Ready to make your reservation at Amazing Chicago's Funhouse Maze?
Call 1-888-893-7300