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What's *Escape The Nat*?

Escape The Nat is a live-action game played at the San Diego Natural History Museum. You and your team will enter a room containing puzzles and hidden objects. You will have one hour to find all of the hidden objects and solve all of the puzzles to win the game. This type of game is often called an Escape Room or a Puzzle Room.

Is it scary?

We don't think so.

Will there be any strangers in my game?

No, there will be no strangers in your game. When you book your timeslot, you reserve it for your group and no other groups can join you. There will be an attendant in the room with you to ensure your session goes smoothly and provide hints, if requested.

How old do you have to be? What ages is *Escape The Nat* suitable for?

You must be at least five years old to enter the room. We recommend the experience for ages 13 and up. All groups must include at least one adult (18+).

What if I have a really small baby?

Children under five years old are not permitted into *Escape The Nat*.

How do I schedule my *Escape The Nat* experience?

You can book your experience [online](#), over the phone (877.946.7797), or in person. When booking online, select a Quantity of 1 for your selected group size (e.g. 1 group of 4 players).

Do I have to book in advance?

We strongly recommended that you book [in advance](#), but day-of bookings will be accepted if there are timeslots available.

How much does it cost to do *Escape The Nat*?

The price will vary from [\\$80 to \\$180](#) based on your group size. San Diego Natural History Museum members receive a 15% discount. Learn more about the benefits of membership [here](#) on our website.

How do I receive my Membership discount online?

Please click "**Sign In**" at the top of the order screen to log into your San Diego Natural History Museum member account. The discount will not apply until you've signed in and added the experience to your cart. To become a Museum member, click the "Membership" link at the top of the page. New members will receive benefits once both items are in the cart.

NOTE: Existing members must be registered with the Museum's ticketing system to receive their benefits. If you have not registered, click Register in the top right corner to create your account.

What's included with *Escape The Nat*? Can I see the rest of the Museum?

With your *Escape The Nat* experience, you will also receive same-day General Admission for each member of your group. All general exhibitions and films are included with General Admission.

What's the capacity for *Escape The Nat*?

There is a maximum of six players allowed per game.

What is the recommended group size?

We think the sweet spot is 4-5 players, but you should have a good time with any group size (2-6 players). If you're intent on succeeding, more players is always better.

Can I do it by myself if I pay for two players?

Yes, but we strongly discourage it.

I don't know how many people I'll have in my group.

We recommend booking the minimum (two players) if you don't know how many people will be joining you. We can adjust up on the day of your experience, but we cannot adjust down.

My group size has changed. Is that okay?

Yes. When you check-in, you will confirm your final group size. If your group size has increased, please be prepared to pay the new price for your larger group when you check-in. There is a capacity of six per timeslot. There are no refunds for absent guests.

Can I pay for more than six people?

If you have more than six players, you'll need to book more than one timeslot and split up into multiple games. If there are members of your group that would like to visit the Museum, but not *Escape The Nat*, they are welcome to purchase General Admission.

Can I buy a gift certificate?

We do not sell gift certificates, but you are welcome to book the room (date and time) as a gift.

What is your cancellation policy? Are there refunds?

There is a \$25 cancellation fee per timeslot. You will receive a refund for the remaining balance. Cancellations must be made with at least 24 hours' notice prior to your game start time. Please contact the Museum by phone at 877.946.7797 or by email at customerservice@sdnhm.org to cancel your experience. When emailing, please include your name, order number, and the reason for your cancellation.

No refunds will be given for cancellations made within 24 hours of your game start time.

I had something come up. Can I reschedule my *Escape The Nat* experience?

You can reschedule your experience with more than 24 hours' notice. There is no fee to reschedule the first time. Subsequent reschedules are subject to the cancellation fee.

Do I need to do anything to prepare for the experience? What should I bring/wear?

Everything you need to *Escape The Nat* will be in the room. We recommend wearing comfortable clothes.

Can I have my cell phone? A bag or purse?

Yes, you are welcome to keep your bags and phones with you. There will be a place in the room for your set down your bag where it will be out of the way. You are not allowed to use your phone to assist you during the game.

Are there lockers/storage?

We don't have locked storage for your bags, but they can be brought in the room with you.

When is *Escape The Nat* available?

The San Diego Natural History Museum is open from 10 AM to 5 PM daily, except for Thanksgiving Day and Christmas Day. On Fridays, until Labor Day, the Museum is open late until 8 PM.

Escape The Nat is available 3-4 times per day most days of the week. Our current schedule is subject to change and availability and we recommend checking [the booking calendar](#) for the most up-to-date availability.

How early should I arrive?

We recommend arriving 10 minutes prior to your start time to check-in, but you are welcome to arrive as soon as the Museum opens at 10 AM. Parking in Balboa Park can be challenging at times and we recommend budgeting time to find a space.

What happens if I'm late?

In order to stay on schedule, we will start your time as scheduled if you are running late and you will lose valuable game time. If you arrive more than 30 minutes late, you will forfeit your timeslot. There are no refunds or reschedules available for late groups.

Do you have parking?

There is free parking in and around Balboa Park. The two lots closest to the Museum are off Park Blvd. to the right and left of Village Pl. Parking can be challenging at times, so we recommend arriving early to find parking.

Do we need to sign any type of waiver? Can we get the waiver in advance?

As is standard with all live-action games, all participants of *Escape The Nat* will need to sign a general release of liability waiver during their game orientation. Anyone under the age of 18 will need an adult to sign their waiver. Waivers are not available in advance.

How long will the experience be?

You have up to an hour to beat the room. In addition, there will be a brief orientation before the game begins. In total, *Escape The Nat* should take a maximum of 75 minutes.

The San Diego Natural History Museum is open from 10 AM to 5 PM, and until 8 PM on Fridays between Memorial Day and Labor Day, and we welcome you to spend the rest of your day visiting the Museum (before or after your *Escape The Nat* experience).

Am I locked in the room? What if I have to use the restroom?

The door is not locked and you are welcome to leave the room at any time if you are feeling uncomfortable, claustrophobic, or if you need to use the restroom. However, we will not stop the game clock during your absence and your teammates may need you.

How hard is this room? What if I can't solve a clue?

Most groups solve this room within the allotted hour. There will be a live attendant in the room with you and you can make the room easier by asking for hints if you are stuck. There is no limit on the number of hints you can request.

Do I need to understand botany? Will *Escape The Nat* always be about botany?

No, you don't need to understand botany, but we hope you'll learn something by the time you finish the game. At this time, there are no other themes available.

Is your game unique?

We drew upon the rich history of the Museum and the natural beauty of Southern California and Baja California in designing our first game for *Escape The Nat, Botanic Panic*. We think you'll like it and we hope you'll learn something!

Is it a problem if we go for drinks before our game?

No one who is intoxicated will be permitted to enter the San Diego Natural History Museum. If you show up under the influence, you will forfeit your *Escape The Nat* experience.

Is your room accessible?

There will be a live attendant in the room with you who can provide accessibility assistance at any point in your game. If you have specific concerns or needs, please call us at 877.946.7797.

Do you have a photo policy?

No photography or filming is permitted inside the room. At the end of your experience, we will take a photo of your group outside the room if you'd like.

Is *Escape The Nat* available for large groups or special events?

Escape The Nat is great for [team-building](#)! Contact our Events staff [directly](#) to see if *Escape The Nat* would be a good fit for your group.