



Upon Arrival

Upon arrival at the Memorial Plaza, the group leader should be prepared to give the on-duty park ranger the total number of people in your group (driver and escort included) and indicate whether your group has watched the Memorial Orientation DVD prior to visiting. After unloading/parking, use the orientation panels along the main pathway to familiarize your group with the layout of the memorial. Although the visit is a *self-led experience*, volunteers and staff are on hand to answer questions.

Resources

During your group's visit, these resources will aid in understanding the Flight 93 story:

- pick up an informational brochure
- view outdoor exhibits
- learn more of the story through the cell phone tour
- explore the memorial through the mobile website via your smart phone
- listen to an interpretive talk offered seasonally, check the memorial schedule in advance (talks may be cancelled due to staffing levels, lightning or extreme conditions)



Memorial Etiquette

- The memorial is a place for quiet reflection and expressions of respect
- Please keep voices down, sound travels well here
- Adults/chaperones and children/minors need to stay together
- For your safety and to protect the memorial, please do not run or climb on the walls
- Please refrain from using gum, candy, food or drink at the Plaza
- Please leave plants, animals, rocks, etc. in place and in the same condition as found

Special Activities

If groups or individuals wish to conduct a special ceremony or program, a permit may be necessary. Contact the Group Coordinator for further information.

Examples of activities that may require a permit or other permission:

- Educational talks, programs or activities
- Wreath laying services, religious services and readings
- Large groups, car cruises, motorcycle runs, bicycle rides, running/walking events
- Public demonstrations or assemblies, etc.
- Vocal or instrumental performances and recitals, or dance performances
- Commercial filming or photography
- Distribution and/or sale of printed matter related to free expression of opinion

Parking

Motorcoaches and Buses

- Use the designated Bus Stop area for loading/unloading. The bus stop area is large enough for 3 buses at one time; groups with multiple buses should plan to stagger their arrival.
- After unloading, drivers will park the bus in the designated oversized vehicle parking. Buses may briefly return to the bus stop area to pick up visitors.
- To protect the atmosphere of the memorial, do not idle buses in the parking or bus stop area.



Individual Vehicles (cars, motorcycles, vans, etc.)

- Plan additional time to allow for parking and traffic congestion during peak times and seasons.
- Please car-pool when possible. Parking may be limited and is first come, first serve.
- There is one primary parking area and one overflow parking area. The overflow parking area is gravel. When bringing a motorcycle, please bring a plate or coaster for kickstands.

Answers to Frequently Asked Questions

- There is no fee to visit
- Plan to spend a minimum of 45 minutes to visit, allowing more time during peak visitation
- No food, drink or merchandise is available
- The memorial is out-doors; please dress appropriately for the weather
- The distance from the Bus Stop to the Wall of Names is almost 1600 feet (one way), wheel-chairs are available for use
- Visitors are welcome to leave small tributes at the Wall of Names or in designated places along the Plaza
- Restrooms are available; there are facilities for 5 people at a time
- There is no running water available

Construction Notice, Please Excuse Our Dust

- Construction of the Visitor Center Complex will begin in Spring 2014.
- Visitors should stay alert for moving construction equipment and observe all safety and construction zone signs.
- The public is not permitted in the construction area. Visitors should anticipate minor disturbances in their visit from noise or dust.
- Minor traffic delays should be anticipated.
- Memorial staff will make all efforts to notify the public and scheduled groups of any expected delays.