

F.A.Q.

Am I to send a lunch with my child?

Yes, please send a nut-free lunch and two snacks/drinks with your child. There is access to a refrigerator if needed, but no access to a microwave. Some programs provide a theme-related snack, and some do not. The Museum has water fountains but no vending machines.

Is there an outdoor component to the program?

Most programs are held indoors. You will be informed if you need to send a hat/ sunscreen for an outdoor summer activity. Sign your child up for these days (indicated on the summer calendar by an asterisk *) only if you will be giving permission for him/her to attend the field trip. You will be sent a field trip permission form with your registration package. In the event of rain, weather-permitting field trips will be cancelled and alternate activities will be held indoors at the Museum.

Am I required to send my child with any materials from home?

Once you register for a program, you will be provided with a letter that describes any materials needed from home. These materials are generally simple recyclable items or things you would have around the house. There is no need to go out and buy anything to send with your child but if you have extra of something, it would be great if you could send it along in case another child attends without. Many past participants have also brought a small pillow and blanket to curl up with during our lunchtime movie break. Please feel free to do the same.

Can my child attend a program in costume?

Absolutely!!! Each day has a theme, and while specific days request that your child wears a costume, dressing up adds to the fun and excitement of any program day.

How many children are in each program?

Programs are limited to 12 children. Registration is on a first-come-first-served basis (with payment in full) and once a program has 12 children registered, it will be marked as full. The Museum reserves the right to cancel programs due to under-registration.

What if I have to cancel my registration? What if the Museum has to cancel a program due to under-registration?

The Museum's cancellation policy is as follows:

- ❖ Fees will only be refunded for programs cancelled by the Museum.
 - ❖ A credit for a future program* will be given to participants who cancel three days (full 72 hours) before the program start time. (After hours voice mail is available)
 - ❖ No credit will be given to "no shows" or to cancellations with less than 72 hours notice.
 - ❖ If a participant is unable to attend a program, he/she may transfer their registration to a friend or relative. (Please notify the Museum prior to the program)
- * Please note that credit may not be used towards any discounted rates or offers.

What if my child has special needs?

If your child has any special needs, details must be included with your registration form. The Museum is fully wheelchair accessible. *Please note: We cannot provide one-on-one supervision or specific medical support.*

Who will be supervising my child?

The Education Department's great staff and volunteers are trained, experienced individuals who have submitted current Criminal Background Checks. Also, at least one supervisor will be certified in Standard First Aid. The minimum ratio of supervisors to participants is 1:6.

What are the rules of the Museum?

We ask that your child use the following Museum Manners:

- ❖ We walk slowly in the galleries.
- ❖ We use indoor voices.
- ❖ We stay in a group with our supervisor.
- ❖ We touch Museum objects when our supervisor invites us, and we are careful with the things we touch.
- ❖ We make sure that gum and candy are left at home.
- ❖ We wear clean, non-skid indoor shoes during our program day.

Please note: Parents may be called to pick up a child who is causing difficulties, without being issued a refund for the day.

What are the drop-off and pick-up times?

Unless otherwise stated, full-day programs are from 9:30 a.m. to 4:30 p.m. Please drop off your child between 9:00 and 9:30 a.m. and pick them up between 4:30 and 5:00 p.m. There will be no staff available to supervise before 9:00 a.m. or after 5:00 p.m. so please use the above mentioned times as a strict guideline.