

NIDO & MARIANA QUBEIN CHILDREN'S MUSEUM

FIELD TRIP POLICIES

For the best visit experience and for everyone's safety, we ask that you please adhere to the following policies and ensure all information is shared with chaperones as well.

RESRVATIONS

- Final count and full payment is required at least two weeks prior to your scheduled arrival. Refunds are not available for unused tickets.
- Please provide at least 24 hours advance notice in order to avoid a \$50 cancellation fee.
- If your group will not be arriving by your scheduled time, please call the Welcome Desk at 336-888-PLAY(7529).
- A late arrival could result in shortened or canceled programs with no refund. Late entry to a cinema program in progress is prohibited.
- In the event of closure due to weather, every effort will be made to reschedule. In the event that another date is unavailable, a full refund will be issued.
- Walk up tickets (those not included in your final count) are not guaranteed and are sold at regular admission price.
- We recommend allowing at least two hours to explore our museum.
- Students must be chaperoned in all areas of the museum at all times.

ARRIVAL

A discovery guide will meet you outside upon your arrival to direct your group.

- Buses should drop off and park in the front of the museum at the loading zone on Hamilton Street.
- Please ensure the number in your party matches your paid invoice. Changes cannot be made upon arrival.
- **Please have your students divided into groups and assigned chaperones prior to your arrival.**
- **A minimum of one adult for every 10 children is required for all field trip groups. We highly recommend a 1 to 5 ratio to ensure the best experience.**
- Students will be required to be with their chaperone prior to entering the building and throughout their entire visit.

DINING

- Indoor eating space is available by reservation only on a first come, first served basis. We will do our best to accommodate your group, but an indoor lunch area can not be guaranteed.
- A discovery guide will meet your group at the bus with carts to load your lunches and coolers on. Carts will be stored until your assigned lunch time.
- Outside food and drinks are allowed only in designated areas.
- We offer an outside eating area with picnic tables that are first come first serve. We recommend bringing blankets or beach towels to sit on if picnic tables are full.
- We have a small cafe that offers snacks, drinks and food items for chaperones, but it is not big enough for large groups. **Outside food and drink is not permitted in our cafe.**
- Please be sure all chaperones are informed about your meeting time and place for lunch.