

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

- 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.
- Final count and full payment is required at least two weeks prior to your scheduled arrival. Refunds are not available for unused tickets.
- 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.

- We ask that you leave all personal items like bookbags, lunches or coolers on the bus.
- Smaller buses or vans should enter through the main gate on Hamilton Street and may unload at the sidewalk nearest our dinosaurs.
- Full size buses should drop off in the front of the museum at the loading zone on Hamilton Street.
- All buses will be directed where to unload and park by our security team upon arrival.
- 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

- Bagged lunches are encouraged and should be left on the bus along with personal items and coolers. The bus will be parked near the picnic area to ensure easy access at lunch time.
- 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 pre-packaged 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.
- In the event of rain, an indoor dining space is available on a first come, first served basis. Capacity is limited to two groups under 45 people in each at a time.
- NMQCM is convenient to many great restaurants. We are happy to assist in recommending food delivery or restaurants within walking distance.