

Frequently Asked Questions

Where do I check-in?

Student drop off and check-in is located at the main box office in the large turn around on Gendy Street. We ask no more than 2 lead teachers enter the building to begin the check-in process. Please have final attendance numbers available.

When should we arrive?

Final check-in begins at 9:45 a.m. for lead teachers. Doors will not open to students, chaperones or guests until 10 a.m. rain or shine. If you have a time sensitive reservation in either the Omni or Planetarium we suggest arriving 15 minutes prior to start time.

What if I'm running late?

Call **817.255.9300** if you are delayed the day of your visit. We'll do our best to accommodate you, however due to capacity limits in the Omni and Planetarium we may have no alternative options for your group.

How do we pay for our visit?

Payment is required on or before your visit. We accept cash, checks and all major credit cards. If bringing cash please provide large bills to expedite the check-in process. We do NOT accept purchase orders.

Can I bring extra Chaperones?

Yes! However, we do not guarantee any admission beyond your reserved total. Adults arriving the day of the visit without being previously reserved through the school do so at their own risk. Teachers, please call **817-255-9440** to make adjustments to attendance. Adults purchasing admission at the door will NOT qualify for discounted admission. Museum membership benefits cannot be used for any school or group reserved Omni or Planetarium presentation.

Where do we eat?

There is no outside food or drink allowed inside the building nor is there any food storage available. Make plans to store all lunches and coolers on the bus before AND after lunch. All lunches will be held picnic style outside on the front lawn.

Where do we park and is there a fee?

Fees vary from \$3 per bus to \$7 - \$10 cash per vehicle to be paid in the parking lot. Payment for parking is the responsibility of the group and is not collected by the Museum or Museum personnel. After student drop off, buses may park in the Harley Lot located on the far south side of the building. Chaperones are welcome to park anywhere in the Cultural District, however fees are applicable in every surface lot.

What about student behavior?

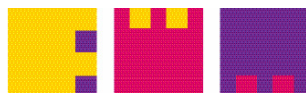
We ask that students remain on classroom behavior while visiting the museum for their safety and the safety of our guests. Students of all ages MUST stay with chaperones at all times. Chaperones MUST stay with students of all ages at all times. Students attempting to enter an exhibit without a chaperone present will be denied admission.

What if we have an emergency?

Many of our staff are "connected" for instant communication. In case of an emergency they can immediately be in touch with a member of our security team. Please share this information with your students.

I have a question that wasn't answered, what should I do?

Feel free to contact our Group Sales department at 817-255-9440 or e-mail us at fieldtrips@fwmsm.org. We're happy to answer any question in order to help you feel confident in your field trip planning.



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