

### **When do reservations open? Do you offer field trips year-round?**

We start accepting registrations on August 1. We only offer field trips during the school year, from October to May. We offer discounted group rates for 15 or more in the summer. To view summer rates and reserve a Group Visit, visit our [website](#) or call our Box Office at 510-336-7373 with further questions.

### **What does my field trip include?**

We offer three different field trip packages: Museum Visit, Workshop & Challenger Mission (CLC). All packages include time to explore our exhibits and see a planetarium show. The workshop package also includes a workshop of your choice. The CLC package also includes a Challenger Mission. To review our packages, visit our [website](#).

### **Which days can we visit?**

We offer Museum Visits & Workshops on Wednesdays, Thursdays & Fridays each week. Challenger Missions are offered on Thursdays & Fridays only. Please be mindful of shortened days at your school site when selecting trip dates.

### **How long is a typical field trip day?**

The standard field trip day is from 9:30 AM - 1:45 PM for Museum Visits & Workshops. Morning Challenger Mission (CLC) groups are 8:45 AM - 1:45 PM. Afternoon Challenger Mission (CLC) groups are 9:30 AM - 2:45 PM. Please let us know of any exceptions to your arrival or departure time at the time you make your reservation.

### **What time should we arrive?**

Please plan to arrive by 9:30 AM. The only exception is morning mission groups, who arrive by 8:45 AM.

### **Can I schedule a late arrival or early departure?**

Yes, as long as you notify us in advance. If you anticipate arriving late or need to leave early, please let us know in the comments on your reservation form so we can adjust your itinerary. This is especially important if you have reserved a workshop. We will let you know if any parts of your reservation will be impacted.

### **I no longer see a workshop from previous years. Where did it go? Can we still sign up?**

Each year, we refine our offerings based on teacher feedback. As a result, workshops are now 60 minutes long, as well as more hands-on and interactive. We have also reduced the number of workshops in order to develop new learning experiences in the coming year. To view the workshops we'll be offering this year, visit our [website](#). Workshops not on this list are no longer available.

### **Can I combine two or more classes into one group?**

Yes, as long as you don't exceed the maximum of 32 students per class. If you combine classes, please designate one main teacher for that group on the reservation. This main teacher will be responsible for gathering the full group on arrival and making sure everyone is accounted for before you head to your starting point on your visit day.

### **Can we reserve different packages within the same reservation?**

No. If your groups will be reserving different field trip packages (Museum Visit, Workshop or CLC), you will need to complete a separate reservation form for each package. Please include a note that you submitted more than one reservation (specifying the school & teacher names) if you want all groups to attend on the same day.

### **How many groups can attend the same workshop on the same day?**

We offer three sections of each workshop on any given day. If you will be bringing more than three groups, you will need to select another workshop for them. Please let us know which groups you would like us to assign to each workshop, if you have more than three groups on your reservation.

### **What if I have over the maximum students allowed?**

If you have more than 32 students, we recommend that you divide your class into two groups. If that is not possible, please reach out to the Education Programs Manager to see if an exception can be made. If an exception is granted, extra students cost \$15 each per Workshop and \$25 each per CLC Mission. Museum Visits cost \$10 per extra student over 30.

### **How many chaperones should I bring?**

Each field trip package includes up to 11 chaperones (including the teacher). We recommend that you bring a minimum of 1 chaperone for every 5 students, regardless of age. Please make sure all teachers and chaperones know to closely monitor and supervise your students throughout the entire visit, including all exhibit areas and the planetarium show.

### **Can I bring extra chaperones?**

Yes. Extra chaperones cost \$15 each. Please let our Education Programs Manager know if you plan to bring more chaperones so we can ensure that there is enough room for everyone in our shows. We ask the lead teacher to collect payment and present it in one lump sum at check in. Exact change is required.

### **Can we request a specific show?**

Shows are selected based on the needs of the center each day, taking all of our visitors into account. If there is a specific show you would like to see, please mention it in the comments of your request form. Although we cannot guarantee a specific show, we will do our best to accommodate your request.

### **Can all of my groups have the same show time?**

Each day we are managing multiple groups from several schools and need to ensure that all of them see a show that is appropriate for their age group, while also reserving some space for the public. We try to seat groups together whenever possible, but if you have multiple groups coming at once, they will most likely be assigned different show times.

### **Is there anything special we need to do to prepare for our Challenger Mission?**

Yes. While we no longer require a special teacher training before our missions, there are a few activities you will need to complete beforehand. You will receive a link to mission materials in your confirmation email with a list of the essential activities. Please present them to the Flight Commander before your mission.

### **Can I preview the exhibits to plan my day?**

Yes! After booking a reservation, lead teachers may preview the center for free to plan your day. Let our Education Programs Manager know which day you plan to come and we will notify the Box Office.

### **When is payment due?**

After returning your signed confirmation form to us, we will email you a confirmation packet that includes an invoice and contract. Full payment is due by the date noted on your contract – typically within 30 days from receipt of your packet.

### **What forms of payment do you accept?**

We accept Visa, MasterCard, Discover & American Express or check (made out to Chabot Space & Science Center). To pay with credit card by phone, call the Education Programs Manager at **510-336-7381**. Send checks to:

Chabot Space & Science Center  
10000 Skyline Blvd  
Oakland, CA 94619

### **Do you offer discounts to Title 1 schools?**

No. We don't currently have any funding available for discounts to Title 1 schools.

### **Do I get a discount for being a Chabot Space & Science Member?**

Yes! If you are a member at Chabot, you can join the field trip free of charge. Please let chaperones know they will need to show their membership card at check in. This applies to adults only.

### **I'm bringing fewer students than I originally anticipated. Will I get a refund?**

No. Final headcounts for students and chaperones are due at the time of payment. No refunds will be granted for unplanned absences.

### **Is it possible to make a change to our reservation?**

Yes, but there is a \$50 change fee. Before you confirm your reservation, please check your school calendar for any potential conflicts and confirm transportation in order to reduce the need for changes. Each change requested after you receive your confirmation packet will be subject to a \$50 processing fee, including cancellations.

### **What is your cancellation policy?**

Please let us know as soon as possible if you need to cancel your reservation. If you cancel 14 days prior to your visit date, you will receive a full refund minus the \$50 processing fee. Refunds may be applied to a future visit or returned in the original form of payment. If you cancel *within* 14 days of your visit date, full payment will be charged to your school or district.

### **Where can I park?**

Parking at Chabot Space & Science Center is FREE! Please park in the garage rather than unloading in the circle out front, so that we can keep it clear for buses. Be sure to lock your car and bring all valuables inside with you.

### **Do you have parking for buses?**

We have a few spaces for buses in our back parking lot. Volunteers and staff will direct buses to the correct area. Space is first-come, first-served. Once our lot is full, buses can park along Skyline Blvd or Joaquin Miller Rd.

### **Where should we gather on arrival?**

Volunteers and staff will be here to direct you when you arrive. If you arrive by car, collect your group *behind* the white columns at the front of the building. This helps us keep them safe from approaching cars and buses. Please ask your chaperones to help monitor the kids and send the teacher(s) to the podium out front to check in. If you arrive by bus, please ask the kids to stay seated while the lead teacher checks in. Then we will unload the bus after check in is completed.

### **What if we run into traffic and anticipate arriving late? Who do we call?**

Please be sure to build in enough of a time cushion to account for traffic, *especially in the rain*. However, if something unexpected happens and you anticipate arriving later than planned, please call our Box Office at **510-338-7373** and leave a message. They will let us know once they receive it.

### **Will we have time for a snack when we arrive?**

If you start in a morning mission or workshop, please make sure snacks are completed *before* you arrive. If you start with exhibits or a planetarium show and arrive on time (at 9:30 AM), you may have a quick snack before you enter the center. Please make sure all trash is collected and placed in the proper receptacles.

### **Where can we eat lunch? Can we store our lunches?**

Yes. We have a spacious outdoor courtyard and indoor café for lunch. Lunches can be stored in our coat room, located by the entrance to our Planetarium. Bins will be provided for groups starting in exhibits or a planetarium show. Workshop & CLC groups will store lunches in their classroom. Please empty your bin and return it to the coat room before leaving.

### **What if it rains?**

If it's raining outside, we will greet you inside for check in. You may have lunch at our indoor café or the mezzanine on the 2<sup>nd</sup> floor. Please keep the lobby area clear for show seating.

### **What if I need support during our visit?**

Our front desk staff is here to support you if you have any questions or need assistance during your visit. They can call our team to help, if needed. We also have volunteers in royal blue Chabot shirts throughout the center who can assist you.

### **Do you have a lost & found?**

Yes. Our Lost & Found is located at our Box Office near the front entrance. Check with them if you lose any items during your visit or call them at 510-336-7373 to arrange for pick up after your trip.