



Field Trip Frequently Asked Questions

Q: What is the Itinerary for a typical guided and self guided visit?

A: *Guided Field Trip:* The guided field trip is 3 hours in length with a 30 minute lunch break. Typically the group will arrive at Pretend City at 9:15 am. At this time the students will meet with Pretend City staff to go over the "Community Codes". The students and chaperones will then come into the community room for a 30 minute lesson. After this lesson the group will have the opportunity to explore Pretend City using the ideas in the curriculum guide. At 11:30 the group will have lunch and at 12:15 the group will depart.

Self-Guided Field Trip: The self-guided field trip is 3 hours in length with a 30 minute lunch. The group will arrive at 10:15 am at which time they will meet with a Pretend City staff for 15 minutes to discuss the "Community Codes". After this orientation they are free to enter Pretend City and explore. At 12:30 the group will meet for their 30 minute lunch and will depart at 1:15pm.

Q: How do I make a field trip reservation to come to Pretend City?

A: Reservations are processed Monday through Friday from 9am to 5pm only and are subject to availability. You can call the main line and ask for field trip reservations. Or you can call our Education Coordinator, Noelle Seipel at 949.428.3900 ext. 202. She will ask for the following information:

- the name of your organization?
- the name, phone number, email address and contact information for the person reserving the field trip in order to send the reservation request materials?

Q: Does leaving a phone message or sending an emailing request constitute reserving a field trip date?

A: No. A reservation requires Pretend City's receipt of the completed Field Trip Reservation Form and along with a deposit. A confirmation number will then be issued to your group and with that confirmation number you have a confirmed reservation.

Q: How will I know when my reservation is confirmed?

A: The Education Coordinator will issue you a confirmation email with a group confirmation number. That confirmation number will be required on your reserved field trip date for admission into the museum.

Q: What do I do if I can not get through to the Education Coordinator when I make my initial call?

A: Please leave your name, phone number and email address and someone will contact you within 48 (week-day) working hours. Reservations are processed Monday through Friday only so please call early in the week to make reservations.

Q: Is there a different field trip for each grade level?

A: No. The field trip options apply to all age levels; however, the curriculum designed for the guided field trips is designed based on the student's grade level.

Q: Can a field trip be customized to a particular area of study?

A: Yes – by each teacher. The guided field trips, which include a 30-minute lesson, have a variety of options in terms of specific areas and content that is covered. The field trips are not based on a particular area of study but rather a certain theme. Utilizing the curriculum, teachers can customize their exploration time in the museum to most appropriate meet their educational goals for the field trip.

Q: How is the lunchtime organized?

A: Your group will have a designated eating area for a 30 minute period.

Q: How much advance notice is required for a field trip that can accommodate students with special needs?

A: You may convey any special field trip arrangements necessary for your group with Noelle Seipel at the time your reservation is made.

Q: How much notice is needed for the "Community Partners in Play" field trips?

A: These field trips are booked on a first come first serve basis. Please note the, "No Dragons Allowed" field trip facilitated by the Orange County Fire Authority is only offered on Mondays.

Q: Are there low cost items in the gift shop the children can buy?

A: Yes. There are several items for under \$5.00 for purchase.

Q: Is there a bus loading zone and where should the bus park?

A: Yes. There is a bus loading zone towards the back of the museum to unload and pick up children. Busses may not park in the Pretend City parking lot. All busses must park on the surrounding streets. Specific directions will be given out when reservations are confirmed.

Q: Can I add additional people to my field trip group after my reservation has been confirmed?

A: No. Unfortunately, we need to have a final accurate count of the members of your field trip at the time of confirmation in order to ensure a high quality field trip experience.

Q: Will I receive a refund for any "no-shows" in my group?

A: No. No refunds will be made once your reservation is confirmed.

Q: If I need to reschedule my field trip after my deposit is paid, can I?

A: Yes – as long as you do it at least 10 days prior to the date of your field trip.

Q: Will I lose my deposit if I reschedule my field trip?

A: No – as long as you reschedule at least 10 days prior to your field trip date.

Q: Is there a scholarship program for schools from underserved areas?

A: Yes. Our scholarship program is still under development. Check our website for details as they are finalized.

Reservation Information		
General Phone Number	949.428.3900	
Fax Number	949.428.3908	
Field Trip Reservation Direct Number - Noelle	949.428.3900 x 202	
Minimum number of people in a group	15	
Self Guided - Maximum number of people in a group	120	
Guided - Maximum number of people in a group	60	
Cost per person	\$8.00 Self-Guided \$10.00 Guided	