



2013 Group Frequently Asked Questions

Reservation Process & Information

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

A: To reserve a field trip, please follow these steps:

1. Visit our website at <http://pretendcity.org/visit/groups/>
2. Download and complete the Group Visit Reservation Request Form
3. Return the Form and deposit via email to grouptickets@pretendcity.org
4. Upon Pretend City's receipt of your Group Visit Reservation Request Form and deposit we will contact you to confirm that the date you requested will be secured for your field trip. You will receive a Deposit Confirmation and Invoice via e-mail.
5. Once final payment and final count has been received you will receive a Final Confirmation e-mail. This will include your Group Visit Order Number form and confirmation code.

All reservations are subject to availability on a first come, first serve basis. All reservations will be processed within 7 days of receipt of the reservation request form.

For further questions concerning reserving a field trip please contact our Education Coordinator at 949.428.3900 ext. 202.

Q: Does leaving a phone message or sending an email request constitute reserving a group visit date?

A: No. A reservation requires confirmation of date from Pretend City's Education Coordinator after receipt of the completed Group Visit Reservation Request Form and deposit.

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

A: The Education Coordinator will provide you with a written Deposit Confirmation and Invoice to confirm the date that has been chosen. It will also include an invoice with the balance due and payment due date. Once final payment and final count has been received you will receive a Final Confirmation e-mail. This will include your Group Visit Order Number form and confirmation code. *Please bring a copy of your confirmation code the day of your visit. Your confirmation code should be administered to all parties in your group and is required by all parties in your group for admission into the museum.*

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

A: Please leave a voicemail with your name, phone number and email and someone will contact you within 2 business days. You can also email grouptickets@pretendcity.org.

Q: Can I add additional members to my group visit after my final payment, 2-3 weeks prior to the visit date?

A: We need to have a final accurate count of the members of your group at the time of final confirmation in order to ensure a high quality group visit experience.

However, if you know in advance that additional group members will be in attendance please call the Education Coordinator at 949.428.3900 ext. 202 with the most recent numbers. You must call to verify availability as Pretend City has daily limits for group sizes.

Any additional group members not prepaid 3 weeks in advance of the visit date will be charged the general admission fee of \$12.50 per a person.

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

A: Refunds will not be issued for any group members not in attendance after the final payment and confirmation has been made 2-3 weeks prior to your group visit date. Group visits can only be redeemed the day of the scheduled visit.

Q: If I need to reschedule my group visit after my deposit is paid, can I?

A: Reservation dates may be rescheduled up to fifteen business days in advance of the visit date with no penalty.

Q: Will I lose my deposit if I reschedule my group visit?

A: Reservation dates which are rescheduled ten to fifteen (dependent upon group size) business days in advance of the visit date will be able to apply the deposit to the new group visit date. In the event that a group must reschedule (and/or cancel) their reservation less than ten to fifteen business days from the scheduled visit date, the deposit will be forfeited. All deposits are non-refundable.

Q: Does my deposit go towards my final payment?

A: Yes, your deposit will be deducted from your final payment; this will be noted on your Invoice which is sent with your deposit confirmation e-mail.

Q: What happens in the event that the entire group has to cancel for a day that has been reserved?

A: In the event that a group must cancel their reservation, deposit will be forfeited and refund will only be issued if final payment was received early and within the 2-3 week requirement. Deposit and final payment may be applied to another group visit day within the following parameters:

- Reservation was cancelled 2-3 weeks prior to the group visit date
- Your new reservation date falls within 6 months of the original date
- There is availability on the newly requested group visit date

Q: What happens if my group falls below the minimum requirement?

A: If the minimum requirement of 15 group members is not met by the final confirmation date your group visit will be cancelled and your deposit will be forfeited.

Group Visit Information

Q: Does my entire group have to arrive and enter together?

A: One of the greatest benefits to a group visit is that each group member can arrive separately and enjoy the museum at their own pace, during their own time, and for the length of time that works for their party.

In order to enter the museum as a part of the group, each adult in the group needs to identify him or herself to the ticketing staff by giving them the Group Visit Confirmation Code. Each adult will then confirm the number of children they are bringing in.

If for any reason, the total number of guests presenting the confirmation code exceeds the number of reserved spaces, the ticketing staff will charge regular admission prices for any guests beyond that reserved number.

If your group does arrive all together, they will be welcomed by a stage staff member and receive the *Community Codes for Caring* and a brief introduction to the museum.

Q: Do I have access to a private lunch room during my visit?

A: If available, a private lunch room can be reserved for your private use for up to 30 minutes. The 30 minute rental cost is \$25.00. The maximum capacity is 60 people.

Q: Can I bring food or drinks with me when I visit?

A: Each individual parent/guardian in your group may bring food and drinks for their own family only. We do have a food vendor in the Museum as well as vending machines which serve food snacks and options. Please note that pizza boxes and coolers cannot be brought into the museum's public area.

Q: Can I celebrate a special event during my group visit?

A: Special events may not be celebrated within the public area of the museum floor during your group visit or in the private lunch room if it is purchased. For example, we unfortunately cannot accommodate birthday parties or their corresponding celebration items (such as cake, cupcakes, balloons, etc.).

We do however offer Birthday Party and Special Event Packages. For more information please visit our website at <http://pretendcity.org/visit/birthday-parties/> or contact our Sales Coordinator at 949.428.3900 ext, 211 or via email at Julianne.Trinh@pretendcity.org.

Q: Is there other important information we should know?

A: Here are some useful tips to make your visit the most pleasant experience possible:

Member Notification: Please forward your confirmation email with this Group Visit Frequently Asked Questions informational packet to *every member of your group*. This will allow all group members to have the necessary materials and information related to their group visit.

Arrival Time: Please note that while group members do not have to arrive together and may arrive throughout the day, admittance will only be accepted during regular museum hours. Regular Museum hours are as follows:

Monday 10:00a.m. – 1:00p.m.

Tuesday – Sunday 10:00a.m. – 5:00p.m.

Parking: We recommend you carpool. Parking is limited. Please expect that on busier days members of your group may be required to walk long distances to the museum.

Lockers: Locker rentals are available for a \$.25 fee.

Stroller Parking: In order to provide the safest and most accessible space possible for our guests strollers are not allowed within the museums exhibits. Stroller parking is located to the left of the City Gates upon entrance to the museum floor.

Group Visit Details

Group visits are offered on:

During the school year, group visits are available Monday through Friday. During the summer, July 1st-August 31st, group visits are available Monday through Sunday. Group Visits are subject to availability and are not available on black outdates.

Group Visit Cost:

Group Visit per person \$10.50

Children from birth to 12 months* Free

Should additional group members be in attendance on the visit date the general admission fee of \$12.50 will apply.

**Children from birth to 12 months may not be counted in the number of people required to reach the group size minimum of 15.*

Group Size:

Minimum 15 children

Maximum ** 60 children

Chaperone/Child Ratio Requirements*:

Children 0-2 years: 1 Chaperone/ 3 children

Children 3-8 years: 1 Chaperone/ 5 children

Children 8+ years: 1 Chaperone/ 10 children

**An Insufficient number of chaperones may result in the cancellation or declined admittance of your groups visit.*

***Maximum group size count is dependent upon availability.*

Contact Information:

General:

Pretend City Children's Museum
29 Hubble
Irvine, CA 92618
P) 949.428.3900
F) 949. 428.3908

Group Visit Contact Information:

Pretend City Children's Museum
Education Coordinator
949.428.3900 ext.202
grouptickets@pretendcity.org
<http://pretendcity.org/visit/groups/>

Pretend City has Community Codes!

- Grown-ups need to be accompanied by a child in order to enter Pretend City
- Children need to be supervised by a grown-up
- We are not responsible for lost or stolen items

- Pretend city is a “electronic free” facility including cell-phones, iPads, iPods, etc.
- Pretend City encourages all visitors to play in peace
- Food and drinks are to be enjoyed in the “Real Café” area only.
- Be a good citizen keep Pretend City running smoothly
 - Reset
 - Clean-up
 - Cooperate



Please use this map to assist your group in planning their visit to Pretend City.

Also, please visit our Calendar of Events at <http://pretendcity.org/visit/events/> to find out more about our special activities for the day.

We look forward to your visit!