

## Scout and Youth Group 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 two hours in length with a 30 minute lesson. Typically the group will arrive to Pretend City between 2-3pm. At this time, the children and chaperones will meet with Pretend City staff and go into our Community Room to over the *Community Codes of Caring* and their 30 minute lesson. After the lesson, the group will have the opportunity to explore Pretend City using the concepts and ideas learned during the lesson. There also will be a 15 minute snack time allotted for the group prior to departure and snacks must be finished before 5:00pm; please note that snacks are not included.

**Self-Guided Field Trip:** The self-guided field trip is 2 hours in length and includes a brief orientation. Once your group arrives, they will meet with a Pretend City staff for a 10 minute brief orientation to discuss our "Community Codes of Caring". After this orientation they are free to enter Pretend City and explore on their own with their chaperones. There also will be a 15 minute snack time allotted for the group prior to departure and snacks must be finished before 5:00pm; please note that snacks are not included.

**Q:** How do I make a Scout and Youth Group 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 Scout and Youth Group 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
- your name
- your phone number
- your email address
- and contact information for the primary contact person reserving the Scout and Youth Group field trip in order to send the reservation request materials

**Q:** Does leaving a phone message or sending an email request constitute reserving a Scout and Youth Group field trip date?

**A:** No. A reservation requires Pretend City's receipt of the completed Scout and Youth Group Field Trip Reservation Form along with the \$50 non-refundable deposit. A confirmation number will then be issued to your group which will confirm your reservation.

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

**A:** The Pretend City 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 cannot 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 (weekday) working hours. Reservations are processed Monday through Friday only so please call early in the week to make reservations.

**Q:** Is there a different Scout and Youth Group field trip for each grade level?

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

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

**A:** Yes – by the group leader. 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, leaders can customize their exploration time in the museum to most appropriately meet their learning and educational goals for the field trip.

**Q:** How is the snack time organized?

**A:** Your group will have a designated eating area for a 15 minute period.

**Q:** How much advance notice is required for a Scout and Youth Group 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 do I get a Pretend City Patch?

**A:** By simply participating in any Scout and Youth Group field trip!

**Q:** May I purchase a Pretend City Patch separately?

**A:** Yes. They can be purchased for \$5.00 and you can make arrangements with the Education Coordinator for any additional patches needed.

**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 Scout and Youth Group 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. Refunds will not 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. Please email interest to: [welcomegroups@pretendcity.org](mailto:welcomegroups@pretendcity.org)

### **Reservation Information**

General Phone Number	949.428.3900
Fax Number	949.428.3908
Field Trip Reservation Direct Number	949.428.3900 x 202- Noelle Seipel
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	\$12.00 Self-Guided including Pretend City Patch \$14.00 Guided including Pretend City Patch \$8.00 each additional chaperone \$5.00 for each Pretend City Patch sold separately

Scout and Youth Group Field Trips offered on: Tuesdays, Wednesdays and Thursdays starting after 2pm

Field Trip Chaperone/Child Ratio Requirements: Children 5-8 years: 1 Chaperone/ 5 Children  
Children 8-10 years: 1 Chaperone/ 10Children

Admission waived for one group leader per group and required chaperones. There is an \$8.00 charge for each additional chaperone.

A non-refundable deposit in the amount of \$50.00 is required in order to reserve a field trip date