

AT LEAST 3 WEEKS AHEAD

- Review your “Deposit Confirmation & Invoice.”
- Final count and payment are due 3 weeks prior to your scheduled field trip.
- If a Purchase Order was submitted your final count is due, however payment will be due within 1 week of the field trip visit date.
- Pretend City Children’s Museum accepts American Express, MasterCard, or Visa by calling (949) 428-3900 ext 202, or checks payable to Pretend City Children’s Museum.

AT LEAST 2 WEEKS AHEAD

- Watch for the “Final Confirmation” e-mail. This confirmation will include your itinerary for the day, your final count, bus parking map, chaperone guide, and curriculum guide (*if applicable*).
- Confirm your chaperones. Please remember that our ratio requirements are mandatory. If they ratio requirement is not met the day of the field trip your group will not be admitted to the museum (no refunds will be given).

0-3 Year Old	1 Chaperone for every 3 Students
4-7 Year Old	1 Chaperone for every 5 Students
8+ Years Old	1 Chaperone for every 10 Students

FINAL PREPERATIONS: What to do before you leave for the museum

- Give the Bus Parking Map to the driver.
- Put your children into groups according to our ratio requirement (see above).
- Hand out the chaperone guide and any other information to the chaperones (including everyone’s role for the day, schedule, and group roster).
- Double check your itinerary for the day. Please arrive at your scheduled time, early arrivals will not be accommodated. If you are running late please contact the museum by calling (949) 428-3900.
- Consolidate student lunches into labeled boxes or bins before you arrive. Please, no student backpacks.

ARRIVAL AT THE MUSEUM: What to do when you get here

- On the bus take a final head count of students and all adults to be admitted with your group. Any additional students and/or adults that were not unpaid with the final payment must pay general admission at the front desk upon arrival.
- Buses should park in the unloading zone (see bus parking map) and have the primary contact check in at the front desk. Staff will come out and greet your students.
- If your group is arriving by car we ask that you carpool and park in the Pretend City parking lot or on Hubble Street. Have your group meet outside of Pretend City and once the majority of your group has arrived the Primary Contact may check in at the front desk.
- Staff will give our Community Codes to the children, wristband all children and adults, and lead them into the museum.

DURING YOUR VISIT:

- You must ensure that each chaperone stays with their students at all times. Groups are required to follow Pretend City’s Community Codes.
- Listen to our loud speaker announcements for updates during your visit.
- In case of emergencies, first aid, or lost children please contact a staff member as soon as possible.