

# Overnight Adventures at Frost Science Frequently Asked Questions (FAQ)

Have some questions about Overnight Adventures at Frost Science? Please see below:

# About the Program

How many people can attend Overnight Adventures at Frost Science per night?

The program can accommodate up to 250 people.

# Who is eligible to participate?

Both families and youth groups are welcome to attend this unique Frost Science experience. Select dates are exclusively for scout troops. See our website for all current <u>Overnight Adventures at Frost</u> <u>Science</u> dates. Please note: adults may not attend unless they are accompanied by youth participants.

# How accessible/inclusive is Overnight Adventures at Frost Science?

The program is designed for participants of all abilities to enjoy. However, if any individual in your group has a special need that you would like to disclose to us, please do so on your registration form and we will do our best to accommodate any requests. You are also welcome to email us at <u>overnights@frostscience.org</u> with any specific questions.

# Is there an age requirement for child participants?

Yes, all children in attendance must be a minimum of 6 years old. We cannot make any exceptions.

**Is there an age requirement for chaperones?** Yes, all chaperones must be a minimum of 21 years old. We cannot make any exceptions.

# For any family, youth organization or scout troop, what is the ratio for adult chaperone to child (anyone 17 and under)?

For every 10 children, there must be at least one (1) adult chaperone present to monitor the group.

# Is there a limit to how many participants I can enroll in my group?

As long as you observe the above chaperone to child ratio, you can enroll up to 250 total individuals (our maximum capacity), including both chaperones and children.

# What is the cost?

The cost of the program is \$80 per person, whether it's a child or adult chaperone.



#### What is included with the cost of the program?

Special hands-on science activities, a planetarium show, meals (dinner and breakfast) and a t-shirt for children (17 and under) are all included in the price. For scout troop experiences, special badges are also included. Please note: overnight parking is an additional charge and not included.

#### What is the price of parking for Overnight Adventures at Frost Science?

Parking at Frost Science will be offered for a flat rate of \$10 (separate from program admission) in the museum's garage. Because of limited space, we strongly suggest carpooling or public transportation.

#### What exhibition galleries are available at the museum during the program?

Exhibition galleries available to guests will be determined by the theme of your Overnight Adventures at Frost Science experience. Please see our website for all current <u>Overnight Adventures at Frost</u> <u>Science</u> dates and themes.

#### What should my group bring to Overnight Adventures at Frost Science?

To make your experience a pleasant one, we suggest the following items:

- A pillow
- A sleeping bag
- Comfortable shoes and clothing
- Appropriate sleep attire for a shared space (shorts/t-shirts, pajamas, sweatpants, etc.)
- Ear plugs
- A refillable water bottle
- Non-inflatable sleeping mat, such as a yoga/camping mat (Please note: air mattresses are <u>strictly prohibited</u>.)

Please note: we strongly suggest that any personal items should be clearly marked with the owner's name for the safety and security of all participants.

#### How should we get there?

The Phillip and Patricia Frost Museum of Science is located at 1101 Biscayne Blvd in Miami, Florida and is accessible via personal automobile and public transportation (including a Metromover station located adjacent to the museum). For more information, please visit: <u>http://www.frostscience.org/parking/</u>

#### Where do we check in?

If you choose to park in our garage, please bring your materials up our ramp and check in at the registration table near the membership office. There, you can leave your belongings and Frost Science personnel will move them to your sleeping area. If you are taking the Metromover, are being dropped off, or are otherwise arriving on foot, follow Museum Drive to the main entrance of the Museum. There is an elevator adjacent to the parking garage entrance that you can take up to our registration table.



#### What time is check-in?

Check-in is between 6:00 p.m. and 7:00 p.m.

#### What happens if we are late?

We can accommodate late arrivals up to 7:20 p.m. After that point, we can no longer accept any guests. This means that all registration fees will be forfeited (under no circumstances will refunds be issued).

#### Where do we store our belongings?

When you arrive, items such as sleeping bags and change of clothes will be left with Frost Science personnel and moved for storage near your sleeping area. Please keep purses or all other valuables with you during your visit—we cannot be responsible for lost items.

#### Is any food served during Overnight Adventures at Frost Science?

Yes, we serve both dinner and breakfast.

#### Do you accommodate for dietary restrictions? If so, who do I communicate this to?

We will try our best to accommodate dietary restrictions. Please detail any dietary restrictions on your group reservation form. Please note we are a nut-free facility.

# Are we allowed to bring our own food and beverages into the museum?

Outside food and beverages are strictly prohibited at Frost Science. In addition to the dinner and breakfast that we serve, we recommend that you bring a refillable water bottle if desired. Nut products are strictly prohibited on our property.

#### What does our program itinerary look like?

Below is a SAMPLE program	
6:00 p.m.	Arrival (6:00 p.m. to 7:00 p.m.)
	Dinner Served
	Select Exhibits Open
7:30 p.m.	Orientation
8:00 p.m.	Hands-on Science Activities
	Select Exhibits Open
10:00 p.m.	Planetarium Show
10:40 p.m.	Prep for Sleep
11:30 p.m.	Sleep
6:00 a.m.	Breakfast Served
7:00 a.m.	Gift Store Opens
	Departure (by 8:00 a.m.)



#### When it's time to go to sleep, where do we change our clothing?

Male, female and family restrooms will be available for all program guests near your designated sleeping area.

#### Where do we sleep?

Frost Science has several designated sleeping areas at the museum. You will be advised of your location during check-in.

#### Are the sleeping areas monitored by security?

Yes, a security guard will monitor your immediate sleeping area.

#### What if someone gets sick during the experience?

If someone gets sick during your experience, please notify a member of the Frost Science team.

#### Is it possible to leave early?

Yes, overnight guests are allowed to leave early if prior arrangements have been made. Unfortunately, there are no price adjustments for early departures.

#### What time do we leave the next day?

Morning departure begins at 7:00 a.m. All program participants must depart the museum by 8:00 a.m. to allow our facility to prepare for that day's opening, even if you are planning to visit the museum later that same day.

# Do we get to enjoy the museum the next day?

Each program participant will get a complimentary voucher to return to the museum for a future visit. Regular museum operating hours are 9:30 a.m. to 5:30 p.m. every day.



# Securing Your Group Reservation

How do I make an Overnight Adventures at Frost Science group reservation? All group reservations can be made using our online form: http://www.frostscience.org/overnights-registration/

#### Is there a deadline to make a group reservation?

We recommend that all group reservations be made at your earliest convenience. This helps to secure your preferred date, as well as adequately prepare your group for their experience. That being said, we officially close group reservations four (4) business days in advance of each scheduled program date.

#### When do I pay for my group reservation?

Once you complete the online form and have received an invoice from our group reservations team (delivery typically takes between 3 – 5 business days), you have two options: 1) call our group reservations team at 305-434-9564 and pay via any major credit card, or 2) visit our membership office (located inside the museum) in person and pay with cash.

#### Once I have paid for my group reservation, may I add more individuals?

Yes, you can include additional individuals to your reservation as long as there is still availability for the given date and it is more than four (4) business days before the program date.

# What if someone in our group would like to cancel? Do you provide refunds?

We do not provide any refunds.

#### Is there same day registration?

We cannot accept same day/walk-up group reservations. Final reservations must be secured no later than four (4) business days in advance of the program date.

If you have any additional questions, please email us at <u>overnights@frostscience.org</u> for more information.