



Kids Night at the Museum at Frost Science Frequently Asked Questions (FAQ)

How do I register my child(ren) for Kids Night at the Museum?

Registration is completed online. Please fill out the online registration form found at <http://frostsscience.org/kidsnight>. Registrations will be accepted up to the Friday before at 12:30 p.m. Walk-ups will be accepted with for additional fee of \$10 per child.

How much is Kids Night at the Museum at Frost Science?

The cost of the program is \$60 per child (ages 5-17) and \$40 per additional sibling. Sibling discount is only applicable to siblings, not other relatives (cousins) or friends.

Is there a deadline to register for Kids Night at the Museum?

Pre-registration is highly recommended for our Kids Night at the Museum program. Registration will close the Friday before the program date at 12:30 p.m. Walk-ups will be accepted with for additional fee of \$10 per child.

Is there same day registration?

Yes, we will accept walk-ups for Kids Night at the Museum. All walk-ups will incur an additional fee of \$10 per child in addition to their registration. Walk-up registration will open at 6:30 p.m. and close at 7:30 p.m. the night of the program.

What does my child wear and bring with them to Kids Night at the Museum?

We recommend that participants wear t-shirts, shorts or jeans and closed toe shoes. All participants should also bring a sweater or a jacket as the museum tends to be chilly at night. Participants will have a full itinerary exploring the museum and participating in hands-on activities therefore we do not recommend bringing any personal belongings (with the exception of those required for medical purposes, please see page 3 below for more information) as they run the risk of getting lost. However, children may bring a small backpack that they must wear and/or keep with them for the duration of the evening that is labeled with their first and last name. A reusable water bottle and a small pillow and/or blanket for use during the movie are allowable. Any items brought with them must be able to be kept in their small backpack.

Is there an age requirement for participants?

All children in attendance must be between 5 and 17 years of age to participate. We cannot make any exceptions.

What is the schedule for the night?

Kids Night at the Museum Itinerary

6:30 p.m.	Child Drop-off, Dinner and MeLaB Exploration
7:30 p.m.	Group Orientation
7:45 p.m.	Special Science Show
8:00 p.m.	Museum Exploration Time and Hands-on Science Activities
9:15 p.m.	Frost Planetarium Show
10:00 p.m.	Snack and Kid-Friendly Movie in MeLaB, Child Pick-up Begins.
12:00 a.m.	Program Ends. All children must be picked up by 12:00 a.m.

Where do I park?

Parking for Kids Night at the Museum drop-off and pick-up will take place in the bus lanes before entering the garage. Please leave your car in the bus lane, head up to science plaza and meet a museum staff member in the museum's atrium next to the Ticket Center. Parking in the garage will not be complementary, however you are



welcomed to park for a \$10 flat rate fee starting at 6:00 p.m. and walk, use a ride share service or take public transportation to reach your evening activities.

What is the drop-off process?

Kids Night at the Museum drop-off will take place from 6:30 p.m. to 7:30 p.m. at the entrance of the museum next to the Ticket Center. For safety reasons, a parent or guardian must accompany their child(ren) during drop-off and sign them in. Participants are not allowed to sign in themselves.

What is the pick-up process?

Kids Night at the Museum pick-up takes place from 10:00 p.m. to 12:00 a.m. at the entrance of the museum next to the Ticket Center. For safety reasons, children will only be released to the individual(s) listed on your original registration form or on an authorized release form. Additionally, all individuals must present a photo ID to pick-up a child. Once the ID has been verified, your child(ren) will be brought to you. Museum staff WILL NOT allow anyone not listed on the form to pick-up a child unless specific written instructions have been provided by a parent/guardian in advance. Participants that remain after 12:00 a.m. will be charged a fee of \$5 a minute for every minute after 12:00 a.m. until they are picked up.

How early or late can I pick up my child?

Pick-up is between 10:00 p.m. and 12:00 a.m.; however, earlier pick-up is possible with prior arrangement during drop-off. All children must be picked up by 12:00 a.m. There will be a fee of \$5 per minute after 12:00 a.m. for late pick-ups.

What is your behavior policy for participants?

Good behavior is a key component to a successful experience. In an effort to provide all participants with a safe and fun filled camp experience, it is important that all participants exhibit proper behavior and self-control. Participants are expected to respect the staff and fellow participants at all times. Inappropriate, disruptive, and/or violent behavior while at the museum will not be tolerated. Examples of inappropriate behavior include, but are not limited to: hitting, fighting, biting, name calling, foul language, arguing, reckless endangerment, disrespectful actions, and stealing.

The Phillip and Patricia Frost Museum of Science reserves the right, upon notification of parents, to dismiss any participant during any sessions for conduct that is deemed detrimental to the well-being of other participants, staff, or to the overall operation of the program. No refund/credit will be issued if your child is dismissed.

What if I need to cancel?

We do not provide any refunds once registration and payment has been processed.

Is food provided?

Dinner and a snack are included in the price of Kids Night at the Museum registration. Dinner will be cheese pizza, water or lemonade and a dessert option. All dinner and snack options will be nut-free. Participants may bring their own snacks from home instead, but this will not result in a discount for camp registration. We kindly ask that if a participant does bring any of their own snacks that they abstain from any nut-based products in consideration of other participant's allergies. If your child has any dietary restrictions, please notify us on the registration form. Accommodations will be made whenever possible. If an accommodation cannot be made, a prior arrangement will be agreed upon between the parent or guardian and the museum.

What is your restroom policy?

There will be set opportunities, for example after dinner, after museum exploration and during snack time for participants to use the restroom. However, all participants will be able to use the restroom whenever needed. If



the whole group is not going, then the participant will need to go with a buddy of their choice, both of whom will be accompanied by at least two staff and/or program volunteers.

How will Kids Night at the Museum handle special needs?

Any participant with special needs is welcome. It is requested, if possible, for the parent or guardian to disclose any special needs of their child in advance by emailing the education team management at accessibility@frostsscience.org so that the staff can be properly trained and prepared to ensure a fun, educational experience for all participants. This information will only be shared with necessary museum staff.

In case if an emergency, who do I contact?

In case of an emergency please notify a member of the Education team leadership. A contact name and phone number will be provided during drop-off.

Is there Security during the program?

The museum will have sufficient Security personnel onsite at all times throughout the evening for the duration of the program.

What happens in the event of an emergency at the museum?

The museum has an emergency action plan that is part of the safety training for all staff. This training includes what to do in the event of a fire, severe weather, a missing person, and more. All staff and volunteers working this event have completed this training.

In case of an emergency, the priority will be the safety of all children. Once the participant(s) are safe, and the Emergency Action Plan procedure is followed, parents will be notified as quickly as possible using the emergency contact information provided for each child at registration.

In the event of a medical emergency, museum staff will contact emergency medical personnel and will then contact the child's parent or guardian. Based on the medical personnel's assessment, your child may be transported to a local hospital to receive further medical attention. Please note, emergency medical personnel cannot honor requests to bring children to specific hospitals, doctors, or medical establishments.

My child requires medication, where would you store it?

Museum staff are not able to administer daily medication to any guests, therefore please do not send medication with your child unless they are able to administer it themselves. If a child is required to carry medication with them such as an epi-pen, a copy of the prescription will need to be provided to the museum upon drop-off, and the child will be responsible to carry it with them at all times. We recommend that the child carry it using a small backpack that they can easily wear throughout the evening's events.

Who will be the staff that will be with my child?

Museum staff will be a blend of scientists, educators, customer service professionals and volunteers. All active museum team members undergo a background and drug screening and safety training prior to joining the museum staff. In addition, science educators have CPR/First Aid, classroom management and accessibility training. We strive to maintain a ratio of one staff member per every 10 children.