



Virtual Programs FAQ and Reservation Guide

Make science come to life with the Phillip and Patricia Frost Museum of Science through inclusive educational experiences.

What virtual programs do you offer for students?

We offer both virtual field trips and virtual outreach for students.

What is included in a virtual field trip?

Virtual field trips have three parts. One interactive video tour of the museum's Power of Science exhibition, one interactive video tour of the museum's Feathers to the Stars exhibition, and one live guided tour of the Aquarium – Dive Level featuring marine creatures. Each part is 30-minutes in length.

Interactive video tours include access to two password protected 30-minute videos of the Power of Science and Feathers to the Stars exhibitions, with built-in stopping points for students to think critically about what they are exploring with accompanying worksheets and provided guiding questions for educators. These videos will only be available for access the business day prior and day of the scheduled field trip.

Guided tours include a Frost Science Educator leading students on a journey through one of our most lively areas, the Aquarium: Dive Level. Students will dive in and be immersed in a world of marine life including friendly fish, colorful corals, and sensational sharks. They will be able to directly ask questions to the educator during this exciting and engaging 30-minute experience. This experience must be scheduled in advance and will be confirmed five (5) business days prior.

What is included in a virtual outreach?

Virtual outreach is a 30-minute live facilitated demonstration experience for a class of up to 30 participants. All demonstrations are STEM-focused and aligned to K-8 science standards, which are available upon request. A variety of topics are provided to choose from including chemistry, biology, geology, physics, and marine biology.

What are your prices?

Virtual field trips cost \$250 per class or group of up to 30 students. Virtual outreach experiences or additional guided tours can be added on for an additional fee.

Virtual outreaches are either \$125 or \$200, depending on the demonstration, for a class or group of up to 30 participants.

What should I do before I make a reservation?

- Plan your experience at least two (2) weeks in advance.
- Confirm permission for the experience with your school administration.
- Pick three potential dates for your experience that work with your school calendar.
- Select your experience options and go to frostsscience.org/fieldtrips to begin the online registration process.
- Look out for an invoice and confirmation email after your reservation request has been submitted.

How do I reserve a virtual field trip or virtual outreach?

- Visit our field trip web page at frostsscience.org/fieldtrips and click on Virtual Field Trips.
- Review the 2020-2021 Educator Guide, then complete and submit the online reservation form.

PHILLIP & PATRICIA FROST MUSEUM OF SCIENCE

1101 Biscayne Boulevard, Miami, FL 33132 | 305-434-9600

- After your reservation request is submitted, if the date requested is available, an invoice will be emailed to the contact person submitting this form within five (5) business days.

How do I pay for my visit?

Virtual field trip and virtual outreach reservations are on a first-come, first-served basis. A payment in full must be received five (5) business days before your virtual program date to ensure your date is secured. Reservations without payment are subject to cancellation.

Payments can be made by credit card or check/money order. Please make sure to include your invoice/order number. Please make checks or money orders payable to “Frost Science” and mail to:

Frost Science Reservations Department
1101 Biscayne Blvd
Miami, FL 33132

Purchase Orders: Miami-Dade County Public Schools and Broward County Public Schools may submit a PO along with a letter from their principal confirming approval for payment of the virtual program. However, payment in full is due before the program can occur.

How are virtual sessions facilitated?

The week prior to the virtual field trip, if the deposit has been paid, the contact person will receive an email that provides a password (and the period as to when the password is valid) for the two interactive videos for the tour, as well as a packet with the accompanying worksheets for the students. In this email they will also receive the Zoom meeting ID for their guided tour portion of the virtual field trip. If a virtual outreach is also booked, the same Zoom meeting ID will be used for both live experiences.

For virtual outreach, the week prior to the experience, if the deposit has been paid, the contact person will receive an email that provides the Zoom meeting ID for their live demonstration.

What should I do if I have having trouble connecting to a session?

For immediate help please email virtualprograms@frostsscience.org, this account will be monitored continuously when a virtual program is scheduled and a Frost Science team member will respond to your request as soon as possible. If you are having further difficulties, you may also contact the Reservations Department at 305-434-9564 or fieldtrips@frostsscience.org or outreach@frostsscience.org.

Please note that the museum will provide login instructions for the Zoom video sessions, but is not responsible for technical support due to, but not limited to, loss of internet at an individual's home, personal equipment malfunctions including web camera, computer microphone, and computer, or errors due to antivirus software on an individual's computer/tablet.

Cancellations

If you must cancel your virtual program, please send written cancellation no later than 10 business days prior to your scheduled program. Written cancellations must be sent via email (fieldtrips@frostsscience.org).

Please note that virtual field trip and virtual outreach deposits are non-refundable. Deposits are transferable, however, and can be used towards a future virtual program. This credit must be used within one (1) calendar year from the date paid. After this date, the non-refundable deposit will be donated to the Frost Science general fund.

For additional questions, please contact the reservations department at 305-434-9564 or fieldtrips@frostsscience.org.