



Frost Science Field Trip FAQs and Reservation Guide

Make science come to life at the Phillip and Patricia Frost Museum of Science through inclusive and educational Frost Science Field Trips. We offer an engaging experience for students every weekday morning. In addition, standards-based pre- and post-field trip materials are available to enhance and support classroom learning, along with exhibition guides that teachers and students can use to enrich their visit. [Check them out here!](#)

What should I do before I make reservation?

- Plan your field trip at least one month in advance.
- Confirm permission for the trip with your school/organization administration.
- Pick three potential dates for your school trip that work with your school calendar.
- Confirm your school buses will be available on those days.
- Select your field trip program and go to frostsscience.org/fieldtrips to begin the online registration process.
- Look out for an invoice in a confirmation email 5-10 business days after your reservation request has been submitted. This invoice will contain all the information you need about your upcoming field trip.

What are your prices?

Prices depend on the field trip option that is chosen. The following prices are for the 2022-2023 school year.

Date of visit	General Admission*	+ Frost Planetarium Show	+ Learning Lab
June 8 – August 15	\$15.95	Not Offered	Not Offered
August 16 – September 30	\$14.95	\$2.00	\$5.00

**All prices are per student. Please note that the museum requires a ratio of 1 chaperone per every 10 students. These chaperones are free of charge. Additional chaperones are welcome and will be charged the applicable student admission price. Phillip and Patricia Frost Museum of Science memberships or other discounts may not be used by chaperones or students in connection with field trip and group rates.*

How do I reserve a field trip?

- Visit our Field Trip web page at www.frostsscience.org/fieldtrips.
- Review our field trip prices and options, and then select [“Book Your Field Trip”](#) to fill out a Field Trip Reservations Request Form.
- After your reservation request is submitted, if the date requested is available, an invoice will be emailed to the email provided within five to ten business days.

How do I pay for my visit?

Field trip reservations are on a first-come, first-served basis. A non-refundable deposit of 25% of the total balance due must be received two (2) weeks after your reservation has been confirmed to ensure your field trip date is secured. Reservations without paid deposits are subject to cancellation.

Deposits can be made by credit card or check made payable to Phillip and Patricia Frost Museum of Science, Inc. Please make sure to include your invoice/order number. Please mail all checks to:

Phillip and Patricia Frost Museum of Science, Inc. ATTN: Finance Department
1101 Biscayne Blvd
Miami, FL 33132

PHILLIP & PATRICIA FROST MUSEUM OF SCIENCE

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

Purchase Orders: Miami-Dade County Public Schools and Broward County Public Schools ONLY may submit a PO in lieu of a deposit.

Final payments MUST be paid upon arrival to the museum on the date of your scheduled field trip.

The museum requires one payment to be made for each reservation. The lead teacher is responsible for collecting payment from additional chaperones attending the field trip prior to arrival. Any chaperones not included in the reservation and paying separately will pay the regular museum admission rate and will not be guaranteed seats in shows/activities scheduled for your field trip. Museum memberships and guest passes/vouchers are not valid for field trip entrance.

What if my final count of students changes?

The final count of students is required five (5) business days prior to the field trip date. Payment based on that final count will be required in full at the time of arrival for the field trip, regardless of day of absences from students. Additional students and chaperones may be added at the group rates upon arrival, but there is no guarantee that they will be able to participate in the scheduled venues/shows with the larger group and are subject to availability.

What time do field trips take place?

All field trips at Frost Science are three (3) hours in duration, typically beginning at 10:00 AM but start time can vary upon request. Groups are expected to arrive 15 minutes prior to their scheduled start time. NOTE: Late groups might miss scheduled activities and will not have an opportunity to reschedule for later shows or receive a refund.

What items are prohibited from the museum?

Prohibited items include:

- Weapons of any kind, with the exception of on-duty police officers.
- E-cigarettes/Cigarettes, illegal drugs, alcohol, bicycles, wheel-heeled sneakers, scooters, etc.
- Laser pointers, tripods and monopods, large selfie sticks.
- Food and Drink other than water will be stored for lunch time. Food and drink other than water is not permitted inside any museum exhibitions.

Bringing a bag or purse? All bags or purses must be smaller than 14"x 12". If your bag exceeds these dimensions, complimentary bag storage is available. Medical and infant bags will be permitted. Suitcases, backpacks, and duffle bags must be stored upon entry with a Guest Experience Ambassador, and all bags will be held until departure. Exceptions will be made for small bags or purses smaller than 14"x12". For expedited entry into the museum, we encourage large groups not to bring a bag.

Our security officers reserve the right to review bags upon entry and prohibit bags that may damage the exhibits or compromise security. Please note that all personal items are the sole responsibility of the owner. Staff are not responsible for unattended bags or belongings.

Will our group have a designated location to eat lunch?

Yes, all field trip groups will be assigned a designated lunch location and half hour lunch time upon arrival to the museum by a guest experience ambassador. Please note our lunch areas are outdoors and seating for lunch may be limited. Please note that your lunch time may be earlier or later than your group is used to. Schools may not ask for specific lunch times.

Can my group order lunch from the museum?

Field trip lunches are available for pre-order through our [Group Lunch Online Ordering Portal](#). All lunch orders must be placed at least one week prior to your field trip date. Lunches may not be ordered, changed, or

cancelled within one week of your field trip date. Pre-ordered lunches can be picked up at Food@Science during your selected lunch pickup time, from 11:00 AM – 2:00 PM.

Groups may also choose to bring their own bagged lunches in sturdy boxes or coolers, labeled with the group name and contact information. Upon arrival to the museum, Frost Guest Ambassadors will meet your group at your bus with rolling blue bins to place lunches in. The Frost team will then hold onto your lunches while your group explores the museum, and meet you at your designated lunch location and time with the lunches. Please note that refrigeration will not be provided.

What is the minimum number of students that can attend a field trip?

To qualify for a field trip, your group must have at least ten students and one chaperone.

Cancellations

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

Please note that field trip deposits are **non-refundable**. Deposits are transferable, however, and can be used towards a future field trip. 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.

Plan Your Visit

Prior to Your Visit

- Complete any required school documentation (field trip permission forms, transportation forms, etc.).
- Secure chaperones for the trip and ensure that they are aware of arrival and departure times. One (1) chaperone for every ten (10) students is **required**. This ratio must be maintained throughout the field trip. Chaperones not included in the reservation and paying separately will pay the regular museum admission rate and will not be guaranteed seats in shows/ activities scheduled for your field trip.
- Thoroughly review your field trip invoice document. Sign, initial and return the signed document to fieldtrips@frostsscience.org
- Share the invoice document with all chaperones attending your field trip to ensure they are aware of Frost Science field trip procedures and policies.
- Confirm your final headcount. A final headcount of students and chaperones **must** be provided five (5) business days prior to the date of your field trip.
- Confirm that all students know to bring a bagged lunch, unless pre-ordering lunches with Frost Science.
- Review field trip [educator resources](#) to enhance learning throughout the museum.

One Day Before Your Field Trip

- Assign student groups to chaperones (10 students per one chaperone required).
- Prepare final payment, which is due upon check-in at the Frost Science ticket center. Final payment is due in the form of a single check, cash or credit card via one transaction. No refunds will be issued after the payment has been received.
- If the school is not paying for additional chaperones, please ensure that the chaperones know which venues/shows they will need to purchase tickets for and that admission to the same venues/shows being attended by the students may not be available at the time of purchase. Chaperones cannot use a membership or guest passes/vouchers to enter with a group.
- Remind students and chaperones of proper museum etiquette as outlined in the field trip confirmation document.

Day of Field Trip: Arrival

- Please arrive at least 15 minutes prior to their scheduled start time. Museum staff will direct bus drivers to the appropriate drop off location. NOTE: We **do not** provide school bus or motor coach parking. Visit www.miamiparking.com for bus parking options. (Paid automobile parking is available in the underground parking garage at the posted rates.)
- Upon arrival, the head chaperone should go to the Frost Science ticket center window to check in and pay any remaining balance for the field trip.
- Lunches brought to the museum will be unloaded from the bus by the teachers and chaperones and pre-collected placed in the provided bins with the school's name and chaperone clearly labeled. Note: refrigerated storage will not be available.
- Purchased lunches should be picked up during your selected lunch pickup time at the café.
- If you are running late for any reason, please contact the reservations office at 305-434-9564 or 305-434-9572.

Day of Field Trip: During Your Visit

- All tours are self-guided; it is the chaperones' responsibility to arrive to ticketed shows and scheduled activities on time. Refunds will not be provided for late/missed shows or activities.
- Chaperones must remain with their students throughout the entirety of the visit and are responsible for their group's behavior at all times.
- The head chaperone is accountable for all present students and chaperones at all times during the field trip.
- For everyone's safety, no running or rough play is permitted. Please emphasize the importance of using inside voices while within the museum.
- While visiting the museum's live animal exhibitions, chaperones must closely supervise students and ensure students are following all museum guidelines. If students cannot follow museum guidelines regarding interacting with and around live animals, the group will be asked to leave the exhibition area immediately.
- All field trip groups are invited and encouraged to stop by the Science Store before exiting the museum for field trip souvenirs, science-themed toys, STEM take-home activities, and more!

We want our visitors to enjoy their experience at the Phillip and Patricia Frost Museum of Science and expect all groups to respect other visitors. If these guidelines are not followed, you may be asked to leave the museum. If this occurs, you will not be refunded for your visit.

Day of Field Trip: Departure

- When your group is ready to depart, please call for your bus only when your entire group is at the bus pick-up area and ready to leave. Buses will not be allowed to wait in the designated pick-up lanes for your group to arrive and will need to exit the museum drive if your group is not ready to leave.

COVID-19 Guidelines

- All students and chaperones must comply at all times with all applicable safety policies and procedures. Failure to comply will result in the individual being escorted from the museum without a refund.
- For up-to-date information on Frost Science's Covid-19 safety measures, please visit <https://www.frostscience.org/covid19safety/>.