

**NHMU Youth & Family Programming**

**Frequently Asked Questions**

**Registration deadline**

NHMU Youth & Family Program registration closes one week prior to each session unless they fill faster. This is so that we can prepare supplies and other important information.

**Where are you located?**

The Natural History Museum of Utah is located at 301 Wakara Way, in Research Park, south of Red Butte Garden. For map and directions, visit: <https://nhmu.utah.edu/visit/directions>

**Waiver Form**

The safety of your child is our number one priority. We therefore require you to fill out a waiver form PRIOR to your child being allowed to participate in our youth programs. This document will be sent via DocuSign. You do not need a DocuSign account to sign these waivers, but if you already have an account, you will need to log in.

**Why we ask the medical questions we do**

Some parents wonder why we ask for certain personal/medical information about your child. After all, in some ways, it is none of our business! What **IS** our business is your child's success in our program. The more we know about your child *before they come*, the better we can prepare, and the more we can *work together*to make your child's experience as positive and rewarding as possible. When you send your child to a Museum program, you entrust us with their care. We want you to think of us as your partner in your child's well-being. We can only keep our end of the partnership if we have the information to prepare our team and ensure your child is well cared for and free to have the best time ever. There have been times when, because we didn't know about a particular child's needs, we could not respond to their behavior properly and they were unable to remain in a program. *The better prepared we are, the better we can help your child be successful once they are here.*

**Check in/out**

To ensure their safety, we require students be checked in and out for each program. Meet staff at the check-in table, the location of which will be listed in the reminder email you’ll receive a few days before your program. You will also need to check out after the program. Many of our programs are offered in a drop-off format, parents do not attend the program. If this is the case, you can pick your child up after the program in the same location where you dropped them off, but you must check them in and out in person. If the program does allow for parents to attend, you still must check in and out with program staff. Check out takes place immediately after the program has ended—we do not provide after care.

If participants are not picked up within 15 minutes of their program session ending and you have not made prior arrangements with the Program Coordinator, parents may be charged a late fee of up to $15.

**What if I arrive late for drop off or need to pick up my child early?**

We have many fun and exciting activities for your child to enjoy and encourage you to be on time and allow them to stay for their entire experience. Late arrivals and early pick-ups impact the experience for the entire class as we get kids caught up with activities or need to get them ready to leave early. If you know that you will be late or need to pick your child up early, be certain to let the Program Manager know, via email, so we can best accommodate you. Contact us at programs@nhmu.utah.edu or call the Museum at 801-581-6927. A message will be relayed to program staff so that we are not kept waiting for your child to arrive. If you arrive late to a program, park in the Museum lot and walk with your child to the Museum’s Main Entrance and check in with Guest Services staff who will provide directions to the program space. Children may not be left unattended.

**How long is the program experience?**

Our regular program sessions last anywhere from 90 minutes to 2 hours. Be sure to check the website and/or your program confirmation.

**May I enroll my gifted child for an older age group?**

We create developmentally appropriate curriculum, and our instructors are comfortable working with a wide range of learning styles and levels within that curriculum. We have found that children have the best experiences when they participate at their grade level.  While some children may have the intellectual capacity to understand the concepts presented in programs offered for higher-grade levels, they usually have the best social interactions with children who are the same age. Therefore, we adhere to our grade-level groupings and work hard to make each session an outstanding experience for all participants.

**Do you provide snacks?**

No. Please be sure your child has eaten prior to attending a Museum program.

**Who makes up the staff?**

Most of our teaching staff are elementary or secondary school teachers. Several also work here at the Museum in our School or Public Programming departments. We also have assistants helping with each session and strive to keep a high staff to participant ratio. Assistants are teen volunteers and/or teens working in our Youth Teaching Youth program. All staff are selected for their energy, enthusiasm and aptitude for science. All staff are trained to work with students in informal settings and have successfully completed a required background check.

**What to Wear/Bring**

* Clothing that can get dirty or even stained. We are hands-on!
* Optional: Water bottle with child’s name on it.
* A sense of excitement and curiosity.

**What Not to Bring**

* Food is not allowed due to the sensitivity of our collections. Please be sure your child has eaten a snack before arriving for the program.
* Electronic items such as iPods, games and toys (including fidget spinners) should be left at home. Cell phones should be turned off or on vibrate only.

**Who can I contact if I need to leave an emergency message?**

Contact our Guest Services staff at 801-581-6927. Messages will be relayed to program staff immediately.

**How are students supervised?**

Participants are supervised at all times and are escorted on restroom breaks. We limit our session size depending on the age of the children and keep a high staff to student ratio. For your child’s security, all students must be escorted to and from their program space by Museum staff, and be checked in and out by an adult.

**Parents / Guardians**

Parents/Guardians are welcome to remain in the Museum during programming, however workshops are offered for registered students only. Museum entry tickets can be purchased at our Guest Services desk or in the Museum Store. We also have a free space that contains our Museum store, Museum Café and seating area—feel free to bring a book and grab a snack. Of course, Museum members get in free!

**Photographs**

We may take photos of participants during a program for use in public relations, marketing/advertising in print or on our website, or for internal training purposes. Please note that if a participant’s photo is used in any manner by the Museum, their name will not be used and, if necessary, their nametag will be shaded out. If you do not want your child’s photo taken, please alert the Museum staff.

**Admission to Museum**

If you and your child would like to stay and visit the Museum before or after the program, you may do so by purchasing an entry ticket. Museum tickets are not included in the program fee. Admission fees can be seen on our website: <http://www.nhmu.utah.edu/visit/hours>. Of course, if you are a Museum member, you get into the Museum for FREE at all times!

**What are the behavior expectations for participants?**

Instructors review expectations before each session. Our expectations are as follows:

* Listen and follow instructions
* Participate in activities to the best of your abilities
* Respect others and Museum property
* Have fun learning and making new friends!

The Museum reserves the right to send a participant home due to inappropriate behavior, without a refund.

**Equal Opportunity and Accommodations for a Disability**

The University of Utah's Office of Equal Opportunity and Affirmative Action provides a process for all participants of University programs to seek reasonable accommodations for a disability. If you believe your child would benefit from the services offered through OEO, please contact them directly at oeo@utah.edu or 801-581-8365.

**NHMU Bullying Prevention Policy**

We are committed to fostering a safe, positive, and responsive environment that is free of discrimination, violence, and bullying. With this in mind, NHMU has instituted a Bullying Prevention Policy. If program staff become aware of a situation where expectations are not being met, affected parties will be spoken with to resolve difficulties. If tensions still persist, parents will be brought in and steps will be taken to ensure a quality experience is upheld. If things do not improve, the Program Manager has the authority to remove a child, without a refund. Before returning for another program, parents and their child are required to meet with the Program Manager to review behavior expectations.

**Wondering if your Museum membership is current?**

Check the expiration date on your Museum Membership card. You can also contact our Membership Team at 801-587-5792.

**What is your tax ID number?**

In many cases, program tuition can be used as a childcare tax credit. For your reference, the Museum’s tax ID number is **87-6000525**.

**Transfers**

If you need to transfer your child out of one program and into a different program, you may do so until one week before the original program date/time. Please register your child for the desired program and then email the Program Manager at programs@nhmu.utah.edu. Let us know from which program you need to withdraw your child. A refund, less a 15% transfer fee, will be credited to your credit card for the original program. Due to supply and staffing commitments, no transfers can be made—and no refunds or credits will be given—for cancellations made 7 or fewer days prior to the original program date. If a program does not reach its minimum enrollment, you will be notified at least one week before the starting date and your registration fee will be fully refunded. Allow up to three weeks for refund.

**Cancellation Policy**

If you need to cancel your program registration, contact the Program Coordinator at programs@nhmu.utah.edu. If you request a refund 15 or more days prior to the program date, you will receive a full refund. If you request a refund 8-14 days prior to the program date, you will receive a 50% refund. Due to supply and staffing commitments, no refunds will be provided—and no credits will be given—for cancellations made a 7 or fewer days prior to the program date.

**Wait Lists**

We do not provide a wait list.

**Further questions?**

Call 801-585-3948 or contact Shelli Campbell, Youth & Family Program Manager, at programs@nhmu.utah.edu.