

# FREQUENTLY ASKED QUESTIONS!

- **How do we register?** Please go online and register using the online form on the “field trips” page at [kaleideum.org](http://kaleideum.org)...(<http://north.kaleideum.org/school-field-trip-form/>). Or, you may contact Christy Ferguson at 336-714-7105 or [cferguson@kaleideum.org](mailto:cferguson@kaleideum.org).

- **What times are you open for schools?**

Regular School Year Hours (SEPT. - MAY)

- Tuesday – Friday: 9 am – 4 pm (*Public hours are 10 am – 4 pm*).
- Saturday: 10 am - 5 pm
- Sunday: 1 pm - 5 pm
- Monday: Closed (\*\*)

Summer Hours (June 1-Labor Day)

- Monday-Friday: 9 am - 5 pm
- Saturday: 10 am - 5 pm
- Sunday: 1 pm - 5 pm

(The Outdoor Park opens at 10 am Monday-Saturday and at 1 pm on Sunday, and closes at 4:30 pm.)

- We are open on most Federal Holidays, call ahead to confirm availability. Closed Christmas, and New Year’s Days. CLOSED Mondays (\*\*Exceptions: School Closures. Please call ahead to confirm opening).
- **What is the admission fee for school groups to the museum only?** During the regular school year, those in the WS/FCS system are FREE. Schools inside the Forsyth County limit pay \$3.00(plus tax) for admission per student. Title 1 schools call for admission and program discounts. Schools outside of the Forsyth County limits pay \$5.50 per student.
- **Can we visit as a group during the summer?** Yes.
- **What is the cost for a group to visit in the summer? SUMMER GROUPS Please Note!** If your school or group is coming during the summer months (June, July, and August), please note our classroom and auditorium programs are not available. Schools/groups will pay the group rate below and receive full admission to all exhibit areas **plus** a Planetarium show.
  - Adults\*: \$7
  - Seniors (Ages 62 and older): \$7
  - Youth (Ages 1-19) \$7
  - Bus Drivers: Free
  - \* One adult free per 10 children.

**Important!** Your field trip or group visit to Kaleideum is not confirmed until you receive a confirmation letter from Christy Ferguson, the Scheduling Coordinator. Please bring this confirmation letter with you to present to the front desk when you come. **If you do not receive your letter within one week of booking your visit, please contact Christy via email or phone at (336) 714-7105.**

- **How do we register if we want to visit during the summer?** You can register to visit during the summer by filling out the online form at <http://north.kaleideum.org/school-field-trip-form/>, or call Christy at 336.714.7105.

- **Are there any other fees?** Yes. During the regular school year, if you wish for your group to join in a planetarium show or enjoy an educator led classroom/auditorium program, then you will need to add an additional \$5.50 per student.
- **Do you offer discount for Special Needs Populations?** Yes, please call our scheduler for reduced rate fees.
- **Is there NC tax?** All schools/facilities when visiting will be required to pay the NC State tax for each student's admission fee only. Kaleideum's education programs are not taxed.
- **How long should we visit?** We suggest a two to two and half hour allotment, to see all the inside exhibits and the outside areas, such as the Environmental Park.
- **What programs do you provide?** A list of all our programs can be found in our Educators guide, found on our website at:  
<http://north.kaleideum.org/wp-content/uploads/sites/2/2016/08/SCI-SciGuide1617-lowres-1.pdf>
- **How long are the classroom programs?** Typically, the educator-led programs are 45 minutes in length.
- **How long are planetarium shows?** Planetarium shows range in length from 20 – 45 minutes depending on which show you reserve.
- **Do we pay when we book our field trip?** No, you do not have to pay when you book the trip. We can take payment day of your trip, or provide you with an invoice to take back to your school. **NOTE:** In order to receive the group rates, a group must arrive together and pay as a group. Please present your confirmation at time of check-in. We accept cash, VISA, MC, AMEX, DISCOVER, and checks.
- **Do you we need a reservation?** We invite all to come! But at times our museum can become quite filled with guests...so to make sure you have reserved a program, have a safe date and that we can accommodate you comfortably without an overrun facility, we recommend that you book your trip ahead of time. This also allows you to secure your visit at the reduced admission rates. We cannot always guarantee that the lowered rate will be provided to you unless you make a reservation. A reservation is not complete until you receive a written confirmation from the Museum Scheduler.
- **What if we need to cancel our reservation?** If you need to cancel your trip, please contact the Museum Scheduler as soon as you can at [cferguson@kaleideum.org](mailto:cferguson@kaleideum.org) or 336.714.7105. Please leave a message, with your School name, your name, date of trip, and confirmation # if possible. **IF YOU NEED TO CANCEL YOUR TRIP DAY OF THE VISIT, PLEASE CONTACT THE FRONT DESK FOR IMMEDIATELT ASSISTANCE at 336-767-6730.**
- **Do teachers, school staff, and bus drivers pay admission?** No. Teachers, staff and drivers do not need to pay for admission on the day of the scheduled visit.

- **Do chaperones pay?** Each school will receive 1 chaperone FREE for every 10 students paying. After that we charge extra chaperones only for the reduced admission (plus tax) on the day of the trip. We do not charge them for anything else the group may be attending. (We like to offer this as a thank you for their assistance with monitoring the children on your trip).

- **Do we need other chaperones with my group?** We value all our visitors, but especially the young, so please keep guests monitored at all times. We want to keep them safe as well as our exhibits. We leave the chaperone numbers to your discretion... but a helpful amount is one adult for every 10 students. When touring the museum, encourage students to read exhibit labels and take turns on the hands-on exhibits. **Kaleideum North** (formerly SciWorks) attracts visitors from many grade/age levels, so please remind older students to be aware of younger children in the museum.
- **Are younger siblings permitted to attend with the school group?** YES! We are very happy to have younger/other siblings attending with the group. BUT, we ask that you check on availability to attend any additional reserved education/planetarium programs. Also, please note, admission for any younger siblings attending the museum on a field trip will be at the regular price (\$9.00 plus tax = Youth ages 1 - 19). Only students and chaperones receive the special discounted rate.
- **Is there a gift shop?** Yes. Our gift shop features a wide array of fun and educational items to fit every budget and enhance your science center experience. For the convenience of all visitors, we ask that no more than 30 students visit the shop at one time and that chaperones accompany students inside. Pre-packaged gift bags are available and contain a sampling of our most popular items. Please request gift bags when you schedule your field trip. ALSO, please note, teachers receive a 10% discount on shop items.
- **Do you have a place where we can eat lunch?** Yes, we do! We have an indoor facility called "Food Works" (seats 100), and an outdoor picnic area (10 tables)... both areas are available on a first come, first serve basis. If you approach the area and it is filled, we suggest stepping away and enjoy an exhibit for a few and come back.
- **Can we bring our own food?** Please bring your own desired delectables from home or order out for delivery to Kaleideum North. You may bring in any food desired, but please note there is no option to keep things warm or cold, so please be prepared to bring a cooler if you have items that must be kept cool.
- **How do I get to the museum?** We are located at 400 West. Hanes Mill Road, Winston-Salem. Follow US 52 N (towards Mt. Airy). Take Exit 116 – Hanes Mill Road. At top of ramp, turn right on Hanes Mill Road. Left at first stop light – Museum Drive.

- Or check out more directions at : <http://north.kaleideum.org/visit/directions/>

