

Westchester Children's Museum - Field Trips - FAQ

What times are the field trips?

Morning session field trips can start anytime between 9 am and 10 am. Afternoon Session field trips can start anytime after 12:30 pm.

How long do the field trips last?

Students will spend 90 minutes in the museum exhibit halls for their semi-guided tour. Add-on workshops are an additional 30 minutes for a total trip length of 2 hours, if including a workshop.

How many chaperones should we bring?

We ask that schools prepare chaperone groups in advance, with at least a 1:6 chaperone-to-student ratio. We offer a discounted ticket package for classes requiring special accommodations for 1:1 student-to-chaperone ratios.

Can we have lunch at the museum?

We do not have a reserved space or segment of time included in the semi-guided tour for lunch for large groups. Individual chaperone groups can take time from their tour to eat in our small cafe area on a first-come-first-served basis along with the general public, but we cannot guarantee seating or extra time for lunch or snacks.

How soon can I book a trip?

Trips require a booking period of 45 days to hold a specific date. This deadline is a function of our booking system. If this prevents a barrier to your visit, please get in touch with our team to see if any available dates are left under 45 days.

What happens after I book a trip?

Immediately upon booking your trip, you will receive an email from our booking software. Within a few days of booking, you will receive a confirmation email with more details about your visit. Once confirmed, you will receive an itemized invoice for your records.

Do I have to pay upon booking?

Payment upon booking is required by online payment. If this presents a barrier to your school's visit, you may send in payment via check by selecting the "Pay Later" option at checkout, represented by the mailbox icon on the far right. Checks by mail must be paid a month before the date of your visit, and include the invoice number in the memo. If your school only approves payment on or after the trip has occurred, please state this in response to the confirmation email you will receive, and we will send a Letter of Agreement to sign.

My school requires "vendor forms/W9/etc."

Please let us know of any additional information or forms required from us in response to your confirmation email, and we will send them your way. Certificates of Liability require an earlier request time, as each form request must be processed individually.

I accidentally made a mistake with my booking form.

Our admin team will notice some mistakes and will be brought to your attention to resolve them through the confirmation email. If you made another error, or the status of your visiting classes has changed, please contact our educationandprograms@discoverwcm.org email, and a team member will update your booking.

Do you have a cancellation policy?

For Museum Experiences or Family Days, if the trip is canceled prior to 2 weeks before the date of your visit, there will be a \$250 admin fee. The full amount is non-refundable if the trip is canceled within 2 weeks of the visit. Rescheduled trips due to weather or other conflict will not incur a cancellation fee. For Small Group Museum Experiences, if the trip is canceled prior to 2 weeks before the date of your visit, there will be a \$50 admin fee. The full amount is non-refundable if the trip is canceled within 2 weeks of the visit. Rescheduled trips due to weather or other conflict will not incur a cancellation fee.

Do you have any programs for students with special needs or developmental disabilities?

While we don't have any specific programs only for students with disabilities, we are very flexible with content and the activities that we include in each topic and can build a version of our programs that are suited to the interests of your students and any accommodations that they may need in order to experience the learning and fun of our space to the fullest. Please reach out directly to us to collaborate on the design of your trip.

Is the Westchester Children's Museum suitable for young adults with developmental disabilities?

The museum generally has a daily operations policy of no adults admitted if not accompanied by children. However, we understand the enormous benefit and value that people of all ages and cognitive capacities can get by interacting with the exhibits and activities in our space. Please get in touch with us directly about late afternoon or after-hours group visits.

Our group requires 1:1 chaperones, or more than the 1:6 ratio, to accommodate the needs of our students in your space.

For students who need more adults to facilitate their experience, we have some discounts and grants that can offset some of the trip costs for chaperones - depending on your school's needs. At minimum, classes that require chaperone numbers at more than a 1:6 ratio for student accessibility will only be required to pay for chaperones at that 1:6 ratio.

Do you have a policy for snow days or delayed openings?

If your school is closed or has a delayed opening on the day of your trip, we have a rescheduling policy. Should any delay or closure prevent your visit (either from your school's end or ours), we will reschedule your trip to the next best date for both parties. Decisions to close or delay the Westchester Children's Museum opening will be made by 7 am, usually decided upon the afternoon before. If your school has a delay or closure due to weather, don't hesitate to contact the [Education & Programs Manager](#) directly by 7 am the morning of your trip or by email if you know more in advance.