



Lancaster Science Factory

Field Trip Policies

Complete information for schools and organizations planning a field trip to Lancaster Science Factory.

This document provides detailed policies that support field trips, including attendance changes, payment, supervision, safety, accessibility, arrival procedures, lunch, workshops, and gift shop visits.

Contact Information

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Important Deadline

Final Attendance counts are due **two (2) weeks prior** to your scheduled visit. Many reservation details, including billing and reserved educational programs are based on the information received by this deadline.



1. Changes & Cancellations Policy

We understand that plans can change. To help us prepare staffing, educational programming, and provide the best possible experience for your group, please review the following policies regarding attendance changes, rescheduling, cancellations, and inclement weather.

Attendance Changes

- Final Attendance counts are due **two (2) weeks prior** to your scheduled visit.
- Billing and payment will be based on the Final Attendance count submitted.
- If a Final Attendance count is not received by the deadline, your group will be billed based on the most recent attendance estimate on file.
- Attendance increases received after the Final Attendance Deadline are welcome; however, participation in scheduled workshops or other reserved educational programs cannot be guaranteed. Additional guests will be admitted to the exhibit hall as capacity allows.
- No refunds or credits will be issued for attendance reductions or unused group admissions received fewer than **two (2) weeks** prior to your scheduled visit.

Rescheduling

If you need to reschedule your visit, please contact us as soon as possible.

- Your visit may be rescheduled **one (1) time** at no additional charge when the request is received at least **two (2) weeks prior** to the scheduled visit, based on availability.
- Additional rescheduling requests are subject to availability and may incur a \$25 administrative fee.
- Requests received fewer than **two (2) weeks** before the scheduled visit may be accommodated based on availability and operational capacity.



Cancellations

If you need to cancel your visit, please notify us as soon as possible.

- Cancellations received at least **two (2) weeks prior** to the scheduled visit will be canceled without penalty. Any payments received will be refunded in full.
- Cancellations received fewer than **two (2) weeks** before the scheduled visit are not eligible for a refund.
- If your group experiences an emergency that impacts your scheduled visit, please contact us as soon as possible. We will work with you to determine available options.

Inclement Weather

The safety of your students, chaperones, and staff is our top priority.

- If your school or organization experiences a weather-related closure, delayed opening, or transportation disruption that prevents your visit, please contact the Lancaster Science Factory as soon as possible.
- We will gladly work with you to reschedule your visit at no additional charge, based on availability.
- If rescheduling is not possible, any payments received will be refunded in full.
- If the Lancaster Science Factory closes due to inclement weather or another unforeseen emergency, your group will be offered the opportunity to reschedule or receive a full refund.



2.Payment Policy

To help ensure a smooth check-in process and accurate billing, please review the following payment policies.

- An initial invoice will be issued when your visit is confirmed based on the estimated attendance provided at the time of booking and will be emailed to the primary billing contact listed on the reservation.
- Payment may be made at any time after your visit is confirmed.
- **Your invoice will be finalized** using the Final Attendance information received by the Final Attendance Deadline, **two (2) weeks** prior to your scheduled visit.
- Any remaining balance must be paid prior to your scheduled visit.
- Once the Final Attendance Deadline has passed, invoices are considered final and no refunds, credits, or invoice adjustments will be issued for attendance reductions or unused group admissions.
- Additional participants approved after the Final Attendance Deadline must be paid for upon arrival.
- Individual participants may not pay separately. Payment must be made by a designated representative of the school or organization.
- Accepted payment methods include QuickBooks online payments, checks, cash, and major credit cards.
- If your school or organization requires a W-9 or other vendor documents, please notify us as early as possible to allow adequate processing time.
- Membership benefits, Museums for All admission, coupons, discounts, and other promotional offers are not valid for group visits or field trip reservations.



3.Chaperone & Supervision Policy

To help provide a safe, engaging, and enjoyable experience for all visitors, the Lancaster Science Factory requires **one (1) adult chaperone for every five (5) students**. This requirement helps ensure appropriate student supervision and a safe, engaging experience for everyone. Teachers and chaperones play an essential role in supervising students and creating a successful field trip experience.

- **One (1) complimentary teacher**, school staff member, or adult volunteer is included for **every five (5) students**. Any combination of these adults may fulfill the required chaperone ratio.
- Required one-to-one paraprofessionals, nurses, or personal care assistants assigned to support an individual student receive complimentary admission and do not count toward the required chaperone ratio.
- Additional adults are welcome and will be admitted at the current group admission rate.

Chaperone Responsibilities

Chaperones are expected to actively supervise students throughout the visit and help create a positive experience for everyone.

- Remain with your assigned group of students throughout the visit.
- Always keep your assigned students within sight.
- Follow your group's schedule and arrive on time for reserved activities.
- Encourage students to explore exhibits safely and respectfully.
- Help students take turns and use exhibits as intended.
- Limit cell phone use and other distractions while supervising students.
- Please review museum expectations with your students before arriving and reinforce them throughout your visit.



4. Visitor Safety & Museum Expectations

To help provide a safe, engaging, and enjoyable experience for all visitors, we ask that everyone follow these museum expectations during their visit.

- Use indoor voices.
- Move at a safe pace throughout the museum.
- Treat exhibits with care and use them only as intended.
- Take turns and share exhibits with other visitors.
- Food, beverages, gum, smoking, and vaping are not permitted inside the exhibit hall.
- Shoes and appropriate attire must be worn at all times.
- Weapons of any kind are prohibited on Lancaster Science Factory property.
- Some exhibits contain small parts that may present a choking hazard for young children. Children must be supervised by a responsible adult at all times.

The Lancaster Science Factory reserves the right to ask individuals or groups to leave if museum expectations are not followed or if behavior creates an unsafe environment for visitors, staff, or exhibits.



5.Accessibility

The Lancaster Science Factory is committed to providing an accessible and welcoming experience for all visitors.

- Our exhibit hall is located on one floor and is fully ADA accessible.
- Accessible parking spaces are available.
- A wheelchair is available to borrow during your visit.
- Seating is available throughout the exhibit hall and outdoor courtyard.
- Sensory backpacks are available free of charge at the Admissions Desk.

If your group includes students or adults who may benefit from accommodations, please let us know when scheduling your visit so we can best support your experience.



6. Before You Arrive

To help your visit run smoothly, please review the following with your teachers, chaperones, and bus driver(s) before arriving.

- ✓ Lead Chaperone is identified.
- ✓ Chaperones know their assigned students.
- ✓ Chaperones have reviewed the group's Finalized Reservation Summary, including the day's itinerary and schedule.
- ✓ Bus drivers have received the Bus Parking Map and pickup instructions.
- ✓ Any accessibility accommodation has been communicated to the Lancaster Science Factory before your visit.
- ✓ Final class roster or attendance list.
- ✓ Emergency contact information.
- ✓ Lunches separated by group. (if applicable)
- ✓ Refillable water bottles. (optional)
- ✓ Spending money for the Science to Go Gift Shop. (if applicable)



7. Arrival & Check In

To help your visit begin smoothly, please review the following arrival and parking information with your teachers, chaperones, and bus drivers before your scheduled visit.

Arrival & Check-In

- **Please arrive no more than 10 minutes before your scheduled visit time.** Field trip arrival times are carefully scheduled to accommodate other school groups, public visitors, and museum programming. Arriving at your assigned time helps ensure a smooth experience for everyone.
- If your group is **running late**, please **contact the Lancaster Science Factory as soon as possible**. We will make every effort to accommodate your visit; however, your itinerary may need to be adjusted to fit within your scheduled visit time. Extensions to your scheduled visit time are not guaranteed and are subject to availability.
- Upon arrival, one teacher or designated group leader should check in at the Admissions Desk while students remain with their chaperones on the bus or outside the museum until welcomed by a staff member.
- Please have your final attendance count and chaperone count available at check-in.
- If a balance remains or additional participants have been approved after the attendance deadline, payment is due upon arrival before your group enters the museum.
- If your group requires accessibility accommodations, including wheelchair-accessible bus unloading or other arrival assistance, please notify us in advance so we can prepare for your arrival.



Bus Arrival & Parking

- Please share the Lancaster Science Factory **Bus Parking Map** with your driver(s) before your visit.
- Buses should pull into the designated loading zone alongside the main entrance, pull forward as far as possible, and stay as far to the right as possible to maintain two-way traffic flow.
- Passenger doors should face the building.
- Please remain on the bus. A Lancaster Science Factory staff member will greet your group, review arrival procedures, and let you know when it is safe to unload.
- After unloading, buses should proceed to the **Urban Place Overflow Lot behind 550 Lofts** and return approximately **5 minutes before your scheduled departure for pickup.**
- To ensure smooth traffic flow, buses may not make three-point turns in front of the museum or near the Cork Factory Hotel

Visitor Parking

- Please refer to the included parking map for available parking locations.
- Red Lot – Primary visitor parking.
- Green Lot – Overflow Parking.
- Blue Lot – Weekend and after-hours overflow parking.
- Please do not park in spaces reserved for the Cork Factory Hotel or Urban Place residents.



8. Lunch

Lunch space is available **by reservation only** from **September through May** and is offered on a first-come, first-served basis.

- Lunch periods are scheduled for **20 minutes**.
- Our classroom accommodates approximately 25 guests at one time.
- Larger groups may be divided into multiple lunch periods.
- Food and beverages are not permitted in the exhibit hall. Sealed water bottles are permitted, and a water filling station is available.
- Groups without a lunch reservation are welcome to request recommendations for nearby parks and picnic areas.

If your group needs additional time due to accessibility needs, please let us know when requesting your visit so we can work with you to determine the best way to support your group.



9. Workshops

Workshops are available by reservation for field trips scheduled **September through May** and are subject to availability.

- Workshops reservations must be finalized by the **two (2) week** Final Attendance Deadline.
- Workshop schedules, educator staffing, and classroom materials are planned based on the final reservation details received by the Final Attendance Deadline.
- Workshop times and assignments will be confirmed prior to your visit.
- Workshops accommodate up to **25 students per session**. Larger groups may be divided into multiple workshop sessions based on staffing and availability.
- Please arrive promptly for your scheduled workshop to ensure your group receives the full instructional experience.
- Requests to add, change, or cancel workshops received after the Final Attendance Deadline will be accommodated, when possible, based on staffing and availability.



10. Gift Shop

Groups may include a visit to the Gift Shop as part of their scheduled field trip.

- Gift shop visits should be requested when scheduling your field trip.
- Gift Shop visits may be incorporated into your group's schedule based on availability and timing.
- Students must remain with their assigned chaperone while shopping.
- Purchases should remain with students for the remainder of the visit.
- The Lancaster Science Factory is not responsible for lost or misplaced purchases.

Questions or Accessibility Needs?

If you have questions about these policies or your groups needs support planning an accessible visit, please contact us!

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