1. **How do I register my child for a class?** Please call Central Reservations at 212-769-5200. They are open Monday-Friday, 9am-5pm.

2. **How do the grade levels apply to classes?** For classes offered during public school breaks, the grade level refers to the grade your child is in for the current school year. For summer classes, the level refers to the grade your child will enter in September.

3. **Is there a waitlist for classes?** Yes. Once a class fills, a wait list is created by Central Reservations. If there is a cancellation, a reservations representative will call those on the waitlist to fill the open spot.

4. **What is the boy-girl ratio?** It differs for each class. Kids and parents are advised to choose a class by the topic – if your child thinks stars are cool, sign up for an astronomy class!

5. **What is the student-teacher ratio?** Depending upon the institute, each class has up to 26 children with 1 instructor and 2 teaching assistants, or 2 instructors and 1 teaching assistant.

6. **Who teaches the classes?** The instructors come from a variety of professional and academic backgrounds – full-time teachers, PhD’s, museum science educators. The majority of the TAs have a bachelor’s degree or higher. If an undergraduate is hired as a TA, he or she is an exceptional student and has shown a commitment to learning to teach science at the museum.

7. **Who writes class curricula?** The curriculum for each class is developed by museum educators and undergoes a thorough review process by full
time managers and science staff.

8. **Where do I drop off my child?** Drop-off and pick-up take place in Theodore Roosevelt Memorial Hall. The easiest way to access the hall is through the 1st Floor Security Entrance on Central Park West and 79th Street. If you stand in front of the steps leading to the main entrance of the museum, you will see a semi-circular driveway that leads under the stairs. This will take you to the 1st Floor Security Entrance, and directly into the hall.

9. **What do I do if I am late for drop-off?** If you are late for drop-off, you must check in at the 1st Floor Security Desk. A security guard will contact the appropriate staff member, who will then meet you in the Theodore Roosevelt Memorial Hall. As classes often do activities outside of their classrooms, and not all classrooms are accessible to the public, you must wait for the staff member to meet you. *You may not leave the 1st Floor Security Desk and enter the Museum on your own.* Please note, depending on staff availability and location of the class, it can take up to 30 minutes to pick up latecomers.

10. **Where are classes held?** Each class is based out of a museum classroom. Students participate in fun, hands-on activities, explore museum exhibits, and talk to museum scientists.

11. **Will students leave the building?** Most class activities take place inside the museum or on museum grounds. However, on occasion and when appropriate, groups may visit Central Park, the 77th Street Boat Basin or Riverside Park. Notice of this is on the enrollment form. In the case that we take a field trip to another location, a permission slip will be provided and parents will be notified in advance.

12. **Is food provided during the class?** Yes, a nut-free lunch will be provided. Additionally, a peanut-free snack is provided in the afternoon each day and each student will be given a water bottle.

13. **Are there forms to fill out?** Yes. The email will contain a link for
paperless, online enrollment forms to authorize your child’s participation. You must complete the enrollment forms by the deadline indicated in your welcome email in order for your child to participate in the class.

14. **My child is registered for more than one class. Do I have to complete separate enrollment forms for each class?** No. If your child is registered in multiple classes throughout the year, you only need to complete the enrollment forms once.

15. **I have more than one child registered for the same class. Do I have to complete separate enrollment forms for each child?** Yes. Separate enrollment forms must be completed for each child.

16. **What is the cancellation policy?** To receive a full refund (100%), you must cancel at least 30 days before the start of the program. - To receive a partial refund (50%), you must cancel at least 15 days before the start of the program. - If you cancel less than 15 days before the start of the program, you will not receive a refund. To cancel your registration in any of our programs, please call Central Reservations at 212-769-5200.