



MoSH Field Trip Information & FAQ – Teachers

- **When should I pay for my reservation?** Please wait to provide payment until your visit. When you arrive to check in, the Ticket Office will ask for your final head count to be included in your payment. Please come prepared with your final count.
- **What payment methods can I use?** We accept check, cash, credit card, or a PO#.
- **What happens when we arrive?** Once your bus has parked at the entrance, the teacher with the payment should come inside first to check in. MoSH Staff will meet you at the entrance to provide student rules. Once check-in is complete, we will unload the students and invite any additional parents inside to purchase tickets.
- **How many complimentary adults can I include in our visit?** School groups receive 1 free adult for every 10 students. When reporting final numbers, please only include students and parents who will be included in your payment. **Do not include parents who will pay separately.**
- **What if we have extra parents?** Parents will pay the individual rate unless they are included in your school's payment. For more information, please carefully review the Chaperones & Parents FAQ sheet. Please provide a copy of the Chaperones & Parents FAQ sheet along with an itinerary to all attending adults.
- **Can parents come inside early to pay for their tickets?** No. Ticket sales can only begin after you have arrived and checked in your students. This ensures that all students have a seat. Please inform all parents they should remain outside until the school has arrived and checked in.
- **What if my final head count is different from my invoice?** We know that absences and other circumstances may change your final student or parent numbers. If your payment is more than your final total, we will issue a check or credit to your school. If your payment is less than your final total, we will have you sign an invoice at check in.
- **What if my school is separated into groups?** Please have all groups finalized prior to your visit. Please inform all attendees of their itinerary.
- **Will we have a tour guide?** No. All LNC and Pink Palace Museum Exhibit visits are self-guided.
- **Do you serve food?** No. Neither Pink Palace Museum nor LNC serve food.
- **Can we bring lunches to eat?** Yes. Please inform MoSH staff that you plan to eat lunch in advance of your visit. Lunch spaces are mostly outdoors at Pink Palace and Lichterman Nature Center. In the event of bad weather, **lunch spaces become limited and are assigned on a first-come basis** when you arrive for your field trip.