



Frequently Asked Questions

Do I have to pre-book a program?

Yes. As there are limited times available, it is best to book your program as soon as possible. Groups are welcome to visit the Museum of Vancouver for a general, self-guided museum visit without pre-booking, but we strongly encourage all groups to call ahead.

Can I bring more than one class at a time?

Definitely, and if you book two programs for a single class you are eligible for a reduced rate. Schools wanting to bring more than one class must be prepared to divide the students into workable groups of no more than 30 students and have a minimum of one adult chaperone per 10 students. As most of our guided programs can only handle a maximum of 30 students per time slot, all other students must be engaged in an alternate activity such as one of our free outdoor activities while waiting for their program time.

What happens if I have to cancel the program?

Museum policy allows cancellations up to 2 weeks before the scheduled booking without penalty. Cancellations made within 2 weeks of your scheduled booking time will result in the Museum of Vancouver invoicing the school for the full program fee.

Do the children need to bring anything with them?

No classroom supplies are needed. We provide all the programming supplies required for the program. We have minimal secure storage, so please leave your backpacks at school.

Should my students bring name tags? Yes!

How many chaperones should I bring to the Museum?

We require one chaperone for every 10 students. We allow a maximum of one chaperone free with every 5 students booked. Additional chaperones will be charged a Museum admission fee. All attendants of students with special needs receive complimentary admission.

What is expected of chaperones?

Chaperones provide invaluable assistance during the visit. They accompany students to the washrooms, assist with monitoring safety while in the building or in the park, help with the distribution and collection of programming supplies, and may be asked to assist with some program activities.

Does the Museum have a place to eat lunches?

The Museum of Vancouver has a limited area for students to eat snacks and/or lunches.

My students are bringing snacks to the Museum. Can they have a snack break?

Program booking times for pre-school to Grade 6 provide time for an optional snack break. Please let your Program Leader know if your group (up to Grade 6) would like a snack break. For other grades, please allow time for snack and bathroom breaks before and/or after your programs.

What happens if we are late for our program?

We ask that all groups arrive 15 minutes before their scheduled start time. Our programs are specifically designed to take the full program time, and you may miss something if you arrive late. * **Please call bookings at 604-730-5307 if you know you are going to be late for your program.**

Are we allowed to wander the Museum before or after our program? This is determined at the time of booking based on the space available in the galleries. If you want to ensure your class has an opportunity to get an in-depth look at the Museum, you should consider booking our *Making Vancouver's History* program. This program can be adapted to any grade level and can be combined with another program to get the full Museum experience. As about discounts when booking *Making Vancouver's History* with another program.

What happens if a student damages something while visiting the Museum?

In the unlikely event that a student damages Museum property (e.g. walls, display cases, artefacts, etc.), your school will be invoiced for the cost of necessary repairs.

How long are the programs?

All the programs are 60 to 90 minutes long unless otherwise noted in the program description.

What time do programs begin?

Morning programs begin at 10:00 am and finish at 11:30 am. (Note: the *Ancient Worlds* program finishes at 11:45 am)

Afternoon programs begin at 12:00 pm and finish at 1:30pm (Note: the *Ancient Worlds* program finishes at 1:45 pm)

Where is the Museum of Vancouver located?

The Museum of Vancouver is located at 1100 Chestnut Street in scenic Vanier Park.