

**Still have questions before you book a school visit to SCI?**  
**Frequently Asked Questions for School Groups**

**What is your chaperone policy?**

Required chaperones will be billed as part of your group confirmation. To help ensure the most safe and enjoyable visit for your group and other visitors, SCI requires one chaperone for every 10 students.

**Can we bring additional chaperones?**

Yes! To receive discounted school group pricing, additional chaperones must purchase advance tickets by contacting the SCI Sales Office at 515-274-6868 or sales@sciowa.org.

**Can I preview the Science Center of Iowa prior to my group's visit?**

Yes! Once your visit is booked, your group leader can show a copy of your visit confirmation at the Box Office for complimentary SCI admission to preview the experience before your visit.

**Can a student use his/her family's SCI membership toward school visit admission?**

Since customized programming is provided during school visits, individual memberships are not applicable.

**Can each student pay individually?**

We strongly encourage you to gather funds before you arrive and pay in one lump sum. Individual payments will significantly cut into your group's exploration time.

**What if the weather is bad?**

For information on weather-related closures, call 515-274-6868 or visit [www.sciowa.org](http://www.sciowa.org). If your school and/or SCI is closed due to weather, any advance payments will either be refunded or credited toward a rescheduled visit. SCI will make every effort to reschedule your group at your earliest convenience.

**What if my group is running late?**

Please call SCI immediately at (515) 274-6868. Programs cannot be guaranteed if you arrive after their scheduled start, but SCI will make every effort to accommodate you if possible.

**How does lunchtime work?**

SCI can only guarantee indoor space to groups ordering lunches from the Food Chain Cafe, but ask for availability when you book your visit. If space is available, your group can reserve it for 30 minutes. If all indoor locations are booked on the day of your visit, your group is welcome to eat outdoors or on your bus.

**Contact SCI's Sales Office to book your school visit today!**

**(515) 274-6868**  
**sales@sciowa.org**



**SCIENCE  
CENTER  
OF IOWA**  
& BLANK IMAX<sup>®</sup>  
DOME THEATER

Once you book your visit, check out SCI's  
**Important Information for School Groups**

**Changes in Attendance**

Refunds cannot be issued if the number of people in your group changes the day of your visit. Instead, SCI will issue passes for those group members to visit SCI on another date.

**Payment**

Please make payments in cash, check, purchase order or credit card (Visa, MasterCard, Discover and American Express). If paying in cash, we kindly ask that you pay in one lump sum. You may mail the payment in advance along with your invoice to:

Science Center of Iowa  
Attn: Sales Office  
401 W. Martin Luther King Jr. Parkway  
Des Moines, IA 50309

**Cancellations**

Please notify SCI of cancellation in writing via email, mail or fax no later than two weeks prior to your visit in order to receive full refunds or credit toward future bookings. IMAX tickets are non-refundable, except in the case of a verifiable school or bus emergency.

**Wristbands**

After you book a visit, watch the mail for your confirmation packet with wristbands for your group. Students and chaperones should put on these wristbands before arrival at SCI, and must be worn at all times for identification. If you receive an incorrect amount, notify SCI upon arrival. Additional charges may be applicable for forgotten wristbands.

**If your visit includes an IMAX film**

Pick up your group's IMAX tickets from SCI's Sales Office upon arrival. Additional chaperones must contact SCI to purchase advance tickets and can retrieve them from the Box Office upon arrival. Please arrive 30 minutes before your scheduled showtime, as IMAX films cannot be delayed, late seating is not available and IMAX tickets are non-refundable. Each student and chaperone must have a ticket in hand to enter the theater and additional charges apply to replace lost tickets. For safety reasons, chaperones may not sit or stand in the aisles.

**Photo Release Forms**

Your group may be photographed or recorded while at SCI for promotional purposes. The Science Center of Iowa assumes that all participants grant permission for the use of their likeness in this manner unless expressly stated otherwise prior to your visit.

**More questions? Contact the Sales Office:**

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