



**SCIENCE
CENTER
OF IOWA**
& BLANK IMAX[®]
DOME THEATER

IMPORTANT INFORMATION FOR SCHOOL GROUPS

If you have more questions about your upcoming school visit, contact SCI's Sales Office

PHONE: 515-274-6868 ext. 222

EMAIL: sales@sciowa.org

FAX: 515-274-1468

WEB: sciowa.org/education

CHANGES IN ATTENDANCE

If the number in your group changes the day of your visit and you already have a check made out as payment, SCI cannot issue a refund. Instead, SCI will issue passes for those group members to visit SCI on another date.

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

Students and all school staff chaperones should put on their wristbands before arrival at SCI and they must be worn at all times for identification. If you receive an incorrect amount, notify SCI upon arrival.

IMAX FILMS

The Blank IMAX Dome Theater sustained significant damage during storms in June of 2018. Since then, we have mitigated the water damage and are working to reach an insurance resolution and more forward. (Unfortunately, it's been a slow process.) Thank you for your understanding and continued support.

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.

PAYMENT

We accept payments in the form of cash, check, purchase order or credit card (Visa, MasterCard, Discover and American Express) on the day of your visit. If payments are made with a PO, payment must be sent to SCI within 30 days of the visit.



FREQUENTLY ASKED QUESTIONS FOR SCHOOL VISITS

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WHAT IS YOUR CHAPERONE POLICY?

SCI requires a 1:10 school staff chaperone to student ratio. For groups that do not meet the 1:10 ratio, a \$20 fee will be assessed for each missing chaperone. School staff receive free general admission when accompanying a school visit. There is an additional cost if an IMAX movie is added. If extra adults are needed to make the 1:10 ratio, please contact the Sales Office.

CAN WE BRING PARENTS OF STUDENTS?

Yes, per the individual schools discretion. However, the Science Center of Iowa cannot guarantee space for parents in lunches, science demonstrations, and other additional programming. Parents will need to pay at the box office and pick up a wristband when they arrive that day. If your numbers change by 5 or more, please let us know.

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. Please contact the Sales Office prior to arriving so we can prepare for 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 accepted.

CAN EACH STUDENT PAY INDIVIDUALLY?

In order to receive discounted group and school pricing, one payment is required upon check-in.

WHAT IF THE WEATHER IS BAD?

For information on weather-related closures, call 515-274-6868 or visit 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 schools pre-ordering catering lunches from SCI's catering company. If space is available, your group can reserve it for 25 minutes for your students and school staff. This will allow for 5 minutes of table cleanup prior to another group eating. Please indicate if you need space on your booking form. If all indoor locations are booked on the day of your visit, your group is welcome to eat outdoors or on your bus. We discourage groups from purchasing lunches from the Food Chain Café the day of their visit. This could add a large amount of time to your visit and interfere with your scheduled programming.