



Inspiration • Imagination • Innovation

## IMAG Field Trip FAQ and Reservation Guide

Discover your Inspiration at the IMAG History and Science Center through our Field Trips. IMAG Field Trips offer an engaging two to four-hour experience for students every weekday. Field trips may include an Animal Encounter, On-Your-Own Discovery in the Hands-On Museum Hall, Touch Tank, Self-Guided Tour of Outdoor Exhibits, Use of the FPL Solar Pavilion should you include lunchtime and time in the Museum Store.

The safety and health of students and staff is always the highest priority at the IMAG. We employ best preventative practices regarding COVID-19 and will meet or exceed Lee County safety standards and operating guidelines. To learn more about our extensive safety measures, please visit <https://theimag.org/safetyplan/>.

### What should I do before I make a reservation?

- Plan your Field Trip at least 3 three weeks in advance.
- Confirm permission for the trip with your administration.
- Pick two potential dates for your school trip that works with your school calendar.
- Confirm transportation.
- Select your Field Trip programs and go to <https://theimag.org/imag-field-trips/> to begin the online registration process.
- Look out for an invoice and confirmation email after your reservation request has been submitted.

### What are your prices?

Prices depend on the time of year and add-ons selected.

Date of Visit	General Admission*	+ 3D Movie	+ Workshop	+ Science Show**	+ Hurricane Simulator	+ Fossil Hunt
August 31 – May 31	\$8	\$2	\$4-6	\$200-350	\$2	\$6-18
June 1 – August 11	\$10.00	\$2	Not offered	\$200-350	\$2	\$6-18

*\*All prices are per student (excluding 3D movie, all paid chaperones are charged for a movie.) Please note that the museum requires a ratio of 1 chaperone per every 10 students. These chaperones are free of charge. Additional chaperones are welcome and will be charged the applicable student admission price. IMAG memberships or other discounts may not be used by chaperones or students in connection with a field trip and group rates.*

*\*\*Price is per show; shows are capped at 100 total participants. The first show is \$200, and the subsequent is \$150.*

Please note that all trips will be split into groups; groups are divided into a maximum of 20 students and chaperones. Please be ready to be split up after orientation.

Field trip lunches are available for purchase as boxed lunches. For more information, please visit: <https://theimag.org/boxed-lunch-menu/>. Groups may also choose to bring their own bagged lunch. Please note that refrigeration will not be provided.

### **How do I reserve a field trip?**

- Visit our Field Trip web page at <https://theimag.org/imag-field-trips/> and click on 'Reserve Your Trip.'
- Please review the 'Know Before you Go' Packet the complete and submit the online reservation form.
- After your reservation request is submitted, if the date requested is available, an invoice will be emailed to the contact person on the request form within five (5) business days.

### **How do I pay for my visit?**

Field trip reservations are on a first-come, first-served basis. Reservations must be paid before or on the day of the trip. Failure to pay may result in the forfeit of your scheduled programming and or admission inside the museum. Trips can be paid with either a check or a credit card. Please make sure to include your invoice/order number. Please make checks payable to **"IMAGINARIUM GROUP INC"** and mail to:

IMAG Reservations Department  
2000 Cranford Ave  
Fort Myers, FL 33916

Purchase Orders: Public Schools may submit a PO if payment is not made the day of the trip.

Please contact our Finance Department to make the appropriate payment method if payment will not be made the day of the trip.

The museum requires one payment to be made for each reservation. The lead teacher is responsible for collecting payment from additional chaperones attending the field trip before arrival. Any chaperones not included in the reservation and paying separately will pay the regular museum admission rate. Museum membership and guest passes/vouchers are not valid for field trip entrance.

### **What if my final count of students changes?**

The final count of students is required five (5) business days before the visit. Payment based on that final count will be required in full at the time of arrival for the field trip, regardless of the day of absences from students. Additional students and chaperones may be added at the group rate upon arrival. Still, there is no guarantee that they will participate in the scheduled venues/shows with the larger group and are subject to availability.

### **What time do field trips take place?**

Field trips at the IMAG without add-ons are a maximum of 2 hours. Typically, field trips begin at 10:00 a.m. Groups are expected to arrive on time for their trips. NOTE: Late groups might miss scheduled activities and not have an opportunity to reschedule for later shows or receive a refund.

### **Cancellations**

If you must cancel your field trip, please send written cancellation no later than 5 business days before your visit. Written cancellations must be sent via email ([reseervations@theimag.org](mailto:reseervations@theimag.org)). A 48 hours' notice is required to change a reservation. If a no-call no-show happens, a cancellation fee will be charged. We will make every attempt to move a reservation to your preferred date; however, we do book up fast, so we cannot guarantee your requested backup date will be available. Any changes to your field trip must be made 24 hours in advance. Once at the IMAG, we cannot decrease your numbers.

For additional questions, please contact the reservations department at 239-243-0043 or [reservations@theimag.org](mailto:reservations@theimag.org)

## Plan Your Visit

### Before Your Visit

- Complete required school documentation (field trip permission forms, transportation forms, etc.).
- Secure chaperones for the trip and ensure that they are aware of arrival and departure times.
- Confirm your final headcount. Chaperones not included in the reservation and paying separately will pay the regular museum admission rate.
- Confirm that all students know to bring a bagged lunch unless purchased from us.
- Review field trip educator resources located at <https://theimag.org/imag-field-trips/>

### Day Before Your Field Trip

- Assign student groups to chaperones (10 students per one chaperone required); groups can be split into a maximum of 25 participants (students and chaperones).
- Prepare final payment, which is due upon check-in at the IMAG. **Final payment is due in the form of a single check, cash, or credit card via one transaction.** No refunds will be issued after the payment has been received.
- Remind students of proper museum etiquette as outlined in the field trip confirmation documentation.

### Day of Field Trip: Arrival

- Please arrive on time for your scheduled trip. Museum Staff will direct bus drivers to the appropriate drop-off location. NOTE: There is a designated Bus Parking; IMAG Staff will direct drivers to appropriate spots.
- Upon arrival, the lead teacher will need to go to ticketing to pay any remaining balance for the field trip.
- Lunches brought to the museum will be unloaded from the bus by the teachers and chaperones and pre-collected placed in the provided lunch carts. (Note: Refrigeration is not available.)
- Purchased lunches will be brought to your group at your assigned lunchtime.
- If you are running late for any reason, please contact the Front Desk at 239-243-0043.

### Day of Field Trip: During Your Visit

- All tours are self-guided; therefore, it is the chaperones' responsibility to arrive at scheduled shows on time. (Note: Movie times are run on a timer, failure to arrive on time to the movie will mean a loss of movie time, movies cannot be replayed.)
- Chaperones must remain with their students throughout the visit and are responsible for their group's behavior.
- For everyone's safety, no running or rough play is permitted. Please emphasize the importance of using inside voices while within the museum.
- If your group is scheduled to visit the museum's gift store, please note that a maximum of 10 students (accompanied by a chaperone) are allowed at a time.

We want our visitors to enjoy their experience at the IMAG History and Science Center and expect all groups to respect other visitors. If these guidelines are not followed, you may be asked to leave the museum. If this occurs, you will not be refunded for your visit.

#### **Day of Field Trip: Departure**

- When your group is ready to depart, please call for your bus only when your entire group is at the bus pick-up area and ready to leave. Please make sure your group exits from the Group entrance gate and not the Gift shop. Your lunch boxes will be waiting for you in this area on the lunch cart.