



Virtual Outreach FAQs and Reservation Guide

What is included in a virtual field trip?

Virtual outreach is a 30-minute live facilitated demonstration experience for a class of up to 40 participants. All demonstrations are STEM-focused and aligned to K-12 science standards, which are available upon request.

What are your prices?

Virtual outreaches are \$125 for a class or group of up to 40 participants. Additional students are \$3/each.

What should I do before I make a reservation?

- ✓ Plan your experience at least two (2) weeks in advance.
- ✓ Confirm permission for the experience with your school administration.
- ✓ Pick three potential dates for your experience that work with your school calendar.
- ✓ Select your experience options and go to thehealthmuseum.org/fieldtrips to begin the online registration process.
- ✓ Look out for an invoice and confirmation email after your reservation request has been submitted.

How do I reserve a virtual field trip?

- ✓ Visit our field trip web page at thehealthmuseum.org/fieldtrips and click on Virtual Field Trips.
- ✓ Review the 2020-2021 Educator Guide, then 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 submitting this form within five (5) business days

How do I pay for my visit?

Virtual field trip reservations are on a first-come, first-served basis. A payment in full must be received five (10) business days before your virtual program date to ensure your date is secured. **Reservations without payment are subject to cancellation.**

Payments can be made by credit card or check. Please make sure to include your invoice/order number. Please make checks payable to “The Health Museum” and mail to: “The Health Museum” and mail to:

**The Health Museum
Reservations Department
1515 Hermann Drive
Houston, TX 77004**

How are virtual sessions facilitated?

For virtual outreach, the week prior to the experience, if the deposit has been paid, the contact person will receive an email that provides the Zoom meeting ID for their live demonstration.

What should I do if I have having trouble connecting to a session?

For immediate help please email the Reservations Department at reservations@thehealthmuseum.org or call 713-337-8451.

Please note that the museum will provide login instructions for the Zoom video sessions, but is not responsible for technical support due to, but not limited to, loss of internet at an individual’s home, personal equipment malfunctions including web camera, computer microphone, and computer, or errors due to antivirus software on an individual’s computer/tablet.

Cancellations

If you must cancel your virtual field trip, please send written cancellation no later than 10 business days prior to your scheduled program. Written cancellations must be sent via email (reservations@thehealthmuseum.org).

Please note that virtual field trip deposits are non-refundable. Deposits are transferable, however, and can be used towards a future virtual program. This credit must be used within one (1) calendar year from the date paid. After this date, the non-refundable

deposit will be donated to The Health Museum general fund. For additional questions, please contact the reservations department at reservations@thehealthmuseum.org.