

FREQUENTLY ASKED QUESTIONS

How do I schedule a visit?

To schedule a visit, simply visit www.charlottemuseum.org and complete the field trip request form. Someone will be in touch to finalize the details shortly. If you have questions and would like to talk with the K-12 Education Specialist, please call 704.568.1774. You will still need to complete a field trip request form before your program can be booked.

Do you have a minimum number of students?

Due to the additional staffing requirements, we require a minimum of ten (10) students for each of our programs. If you do not have ten (10) students but would still like to visit the Museum, you are welcome to attend one of our daily guided tours. All of our guides are comfortable working with children and will be able to provide a meaningful experience for your student.

Do you have a minimum number of adults required?

We do not require a minimum number of adults, but recommend no more than four (04) adults per class including the teacher. This helps to keep the focus on the students, rather than on the adults attending the program.

Do you have a maximum number of adults allowed to chaperone the experience?

While there is no set maximum number of adults, please keep in mind that too many adults can negatively impact the student experience. Each structure has a certain maximum capacity set by the county. The average class size is well below this maximum, but as the number of adults increases, students may be forced to wait longer for their turns or may be unable to see certain structures or rooms. We understand many of our schools rely on parents for transportation. If this is the case, please alert the K-12 Education Specialist and we will be happy to arrange an adults-only tour of the Museum while the students complete their program.

What if more adults decide to join on the day of the tour?

The lead teacher or program contact must submit a list of the names of the adults (teachers and chaperones) 48 hours prior to the visit. As the staffing arrangements for the trip are based on the number of students and adults received from the lead teacher or program contact 48 hours prior to the start of the program, we cannot guarantee we will be able to accommodate additional adult participants day of, but will make reasonable efforts to do so.

How long does my program last?

Each program is two hours of instructional time with our staff.

Will my students see all the exhibits during their program?

As a part of their experience, students will explore the historic homesite and the Museum's Backcountry Gallery. If a group wishes to explore the additional exhibitions of the Museum, please plan to stay after the completion of the program. Students are welcome to explore all the exhibits, but for their safety and that of the historic objects they must be accompanied by an adult at all times.

What if I am running late for my program?

In the event of an anticipated late arrival, please contact the Museum as soon as possible by calling 704.568.1774. Please note, programs are booked for slots of time. If possible, the education staff will attempt to deliver a full two hour program, but if other groups are scheduled after yours, the program may still need to end at the specified end time in spite of the late start.

Is the program outside?

All our programs take place on the grounds of the Museum as students visit the ca. 1774 Rock House, the reconstructed kitchen, and the spring house. While some of the buildings include climate control, we recommend dressing for the season and for the weather.

What if it rains?

Programs are delivered rain or shine.

What if my school is closed due to a weather event?

We at the Museum follow the Charlotte Mecklenburg School District with regard to inclement weather. In the event the Museum closes due to snow, heavy rains, etc. the K-12 Education Specialist will notify the lead teacher and the program will be rescheduled. If your school is not part of the Charlotte-Mecklenburg School District but closes due to weather, please notify the K-12 Education Specialist and we will reschedule your visit.

What if I need to cancel or reschedule?

The Museum requires 48 hours notice to cancel or reschedule a program. In the event a program is rescheduled or canceled less than 48 hours prior to the start of a program, a \$25 cancellation fee will apply. This fee does not apply to district or school wide suspensions of operations as a result of inclement weather.

Do you have a cafeteria onsite?

There is no cafeteria or indoor lunch space available. There are, however, a number of picnic tables on the grounds that are available for use free of charge after the completion of your program.

Is the program accessible for differently-abled students?

We will make every accommodation possible to ensure all students have access to Charlotte's history. Please let the K-12 Education Specialist know of any students who may benefit from special accommodations for their tour. Please note, the ca. 1774 Rock House is not accessible by wheel chair, but the other structures and the Museum building itself are.

Can parents bring strollers or wagons on the tour?

We ask chaperones refrain from bringing strollers or wagons on the tour as these will not be allowed into the historic structures.