

When our group arrives, where should we go?

All groups check in at the Admissions desk, just inside the main entrance of the Museum. The group leader should first check in with a staff member at the desk, notify them of the group's name, provide a final student and chaperone number count, and handle any remaining payment.

Where should our group park?

The bus drop-off entrance is located at Market St. and Columbus Blvd. at Penn's Landing. The bus driver should instruct the parking attendant at this entrance that they are dropping off for the Museum. The Museum is located at the southern end of this parking lot, at Walnut St. Buses who wish to stay in this lot will be charged twice the daily car rate. There is always a Callowhill Bus Center with 43 parking spaces (on a first come, first serve basis) and a waiting area as a second option.

We are driving in separate cars; where should we park? Do you offer discounted parking?

The Seaport Museum does not own any parking facility. There is discounted parking available at the Hilton Garage, located at Walnut St. & Columbus Blvd. Please show your parking ticket to the staff at the Museum's Admissions desk and they will provide a discounted chaser ticket. There are also many metered spaces located near the museum and in Old City along Chestnut and Front Streets, just a short walk from the Museum. This is often the least expensive parking option. Parking is also available in the Penn's Landing lot.

Our group is running late. How can we reach someone at the Museum to let them know?

If you are running late or need to contact any one at the Museum the day of your visit, please call the Admissions desk at **215.413.8655**. Please be sure to tell staff the name of the school or group from which you are calling.

How much time will my field trip take?

Self-guided visits are entirely up to you, though most visitors spend about 45 minutes to an hour each inside the Museum, and on our ships. If you have booked any of our optional group add-on's (such as a guided ships tour, educational program, or Citizen Science Lab demonstration), please plan for a 2.5-3 hour visit. This will provide ample time for students to experience all programming, visit the Museum galleries, and allow a break for lunch and using the restrooms.

Do you have a cafeteria? Where can we eat lunch?

The Seaport Museum does not have a cafeteria and most groups eat outside, weather permitting. There are plenty of outdoor eating areas along Penn's Landing for your group to eat their lunch. In case of inclement weather, we will do our best to accommodate your group inside the Museum. All food may be stored in the Museum's locker room. Please make sure that lunches are grouped together and labeled. Food, especially gum and candy, is prohibited inside the Museum and Historic Ships.

Can we have food delivered?

While most groups will bring their lunches, there is an option to order boxed lunches through Campo's. Please e-mail groupsales@phillyseaport.org for more information.

If I have prepaid for more students than attend do I receive a refund?

If on the day of the field trip there is a credit on the account it can be used for a future visit if it is booked within a week of the initial trip. Refunds will only be issued if the group has a credit of \$200.00 or more on their account after the visit.

Do you have a gift shop in the Museum?

Yes, Independence Seaport Museum has a gift shop. It is located next to our main entrance and is a perfect place to stop at the end of your trip! Available items include toys, puzzles, books, apparel and more. All of our items for children are priced at \$15.00 and below. Philadelphia's 8 percent sales tax is not included in the prices.

Is the Museum wheelchair accessible?

The Museum is wheelchair and walker accessible, though the ships are not. Please discuss options and information with our booking or education staff.

What is your chaperone policy?

Chaperones play an important part in the success of every field trip. The Seaport Museum requires 1 chaperone (free) for every 10 children in your group, for grades K-12. Additional chaperones will be charged the group admission rate. Please make sure chaperones know their group's itinerary, students' names, and remind them to stay with students throughout their visit. Many of our exhibits are available for students and adults to play, climb, and touch, and we ask that chaperones encourage students to do so where indicated throughout the museum and on our ships.

Can I take pictures?

Photography, without a flash, is permitted in the Museum galleries and on the Historic Ships. Professional pictures and photographers must be requested through our Curatorial or Marketing departments.