



PlayLab Programs

Frequently Asked Questions

What camps are being offered by the PlayLab?

The *Crown Family PlayLab* is offering rotating morning camps throughout the year. Check our website to see a listing of what sessions are currently being offered. You can find that information here:

<https://www.fieldmuseum.org/playlab-programs>

What are camp hours?

Depending on the program, camp will be in session for either 1 or 2 days. Camp will take place in the morning from **9:00am-12:00pm**.

What ages can participate?

Camps are designed for children who are 3-5 years old at the time of the camp session.

Does a caregiver need to be in attendance at camp?

Yes! This is **not** a drop-off program. One caregiver who is at least 18 years of age will need to be present with every 1-3 children registered for camp.

Can a younger sibling attend camp with the caregiver?

Possibly. If the younger sibling is not of walking age (typically 12 months or younger), they are welcome to attend camp with their caregiver free of charge. However, children of walking age (typically 18-35 months) are **unable** to attend camp alongside the registered child. Please reach out to the *PlayLab* team at playlabevents@fieldmuseum.org if you are interested in bringing a younger sibling to camp.

What are the minimum and maximum attendance thresholds?

The Dino Detectives and How to Train a *T. rex* Camps can host up to **10 children** per camp session. However, each camp needs approximately 5 sign-ups in order for the session to run. If less than 5 children are registered, the camp session will be subject to cancellation, in which case refunds or transfers to another camp session will be administered.

Who teaches each camp?

The Field Museum's Learning Center staff will operate, run and facilitate each camp session. Each camp will be facilitated in conjunction with the Early Childhood Learning Experiences Educator, Early Childhood Learning Experiences Coordinator, Field Trip Facilitators and/or Learning Center Program Assistants.

Does the program provide snacks or lunch?

The program will provide a light snack for campers. However, please be sure to eat breakfast before arriving. Children and their caregivers are also encouraged to pack a lunch to eat in museum cafeterias or outside on the front lawn after camp concludes.

How and where do I check-in for camp?

Campers and their caregivers will check-in at the Museum's East Entrance.

Please Note: Upon registering and leading up to your camp session, you will receive email notifications with helpful logistical information, like how and where to check-in.

Where can I park?

The Field Museum does not offer free parking. Parking is managed by an external organization, called SP+ Parking. That said, the Museum can offer families discounted parking passes. At check-out families can purchase \$9 day passes for each day of camp. These passes will be distributed before camp commences via email and can be used at the Soldier Field Parking Lot.

If you do not purchase discounted parking passes at check-out, you will be charged the standard \$30.00 flat rate per parking session on museum campus.

If you opt to manage your own parking, we encourage caregivers to research parking before traveling to the Museum. There are plenty of garages just outside Grant Park that offer accessible parking. Helpful apps like **SpotHero** can offer families affordable parking options that are just a 10-minute walk from the Museum. If you're hoping to snag a deal on the SpotHero app, new app users get 5% off by using promo code **FIELDCHI** at checkout.

What are your COVID-19 policies?

If your camper and/or caregiver feels sick, they should stay at home and contact our team to reschedule your camp session. Children and/or caregivers who test positive for COVID-19, but do not show any symptoms, may attend another camp session after five days of isolation. Campers showing symptoms of COVID-19 may rejoin a camp five days after a positive test or onset of symptoms (whichever is later) if their symptoms are improving and they are fever-free for at least 24 hours without the use of fever-reducing medicine.

Currently masks are optional for children and their caregivers unless they have tested positive for COVID-19 or been exposed to COVID-19 in the last 10 days. The Field Museum is not requiring proof of vaccination for campers. Field Museum staff are still required to be vaccinated.

These protocols may be updated from time-to-time in accordance with guidance from the CDC, state and local health departments, governmental public health and safety orders, Museum policy, and evolving best practice. An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. By visiting The Field Museum you voluntarily assume all risks related to exposure to COVID-19.

Can I purchase tickets in-person or over the phone?

Tickets are available online only.

Can I purchase multiple tickets for the same camp?

Yes, you can register up to 3 children for a single camp session. A caregiver is required to be in attendance with every 1-3 children registered.

Are there scholarships available?

Scholarships for PlayLab Programs are **not** available at this time.

What is your cancellation policy?

To receive a refund, you must cancel your registration **no later than one week** (7 days) before the first day of a PlayLab Program session. After this window, no refunds will be issued (even in the case of transportation issues, illness, family emergency, etc.), given one exception below. Cancellations can be completed by contacting the Crown Family PlayLab team at playlabevents@fieldmuseum.org.

Refund Policy Exception: If your session is canceled by the PlayLab team, most likely due to low registration, you will be given the option to transfer your purchase to another Crown Family PlayLab Program or to receive a full refund.

If we are unable to attend camp, what are my options?

There are no refunds after the 1 week deadline. However, we are happy to move your registration to another camp session in the 2023 season, pending availability. Unfortunately, tickets are non-transferable to different Museum departments, events, or programming. The last option is to sell or gift your registration to another family. The deadline to send us their contact information is 1 week before the camp session.

When does registration close for camp?

Registration will close either when all spots are filled or 1 week prior to the start of the camp session. However, if the camp has not reached its minimum sign-up requirements, we will notify current registrants 1 week before camp and keep registration open until 3 days before camp commences. This registration extension is intended to boost sign-ups for the session.

I have more questions. How can I get in touch?

Please email playlabevents@fieldmuseum.org with any questions or additional information you need to communicate.