



Crown Family PlayLab Program Policies

Frequently Asked Questions

What programs are offered by the PlayLab?

The PlayLab offers families a rotating set of programs throughout the year, including the following:

- **PlayLab PlayDates** - Free, drop-in activities on select days for children 2-6 years old and their caregivers. General admission to the Museum is required to participate in these free activities.
- **Itty Bitty Investigators** - Pre-registered, interactive workshops for children 3-6 years old and their caregivers. Registration includes full-day access to the Museum.
- **Junior Explorers Camps** - Pre-registered, morning camp experiences for children 3-6 years old and their caregivers. Registration includes full-day access to the Museum.

See all PlayLab Programs here: www.fieldmuseum.org/playlab-programs

What ages can participate in PlayLab Programs?

PlayLab programs have different age requirements. However, all programs require children to attend with a caregiver who is at least 18 years old.

- **PlayLab PlayDates:** Ages 6 and under
- **Itty Bitty Investigators Classes:** 3-6 year olds
- **Junior Explorers Camps:** 3-6 year olds

Does a caregiver need to be in attendance?

Yes! PlayLab Programs are **not** drop-off programs. A caregiver who is at least 18 years of age needs to be present with a maximum of 3 registered children.

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

Tickets are available online only.

Can I purchase multiple tickets for the same program?

Yes. You can register multiple children for the same PlayLab Program. You will need to complete a new registration form for each registered child.

Note: PlayLab PlayDates do not require registration.

Does my registration include admission to the Museum?

Yes. All program registrations include full-day access to the Field Museum for the registered child and their attending caregiver. However, if you are attending a free, drop-in PlayLab PlayDate, you will need to purchase general admission tickets to gain entry to the Museum where you can enjoy these free, drop-in activities.

When does registration close for PlayLab Programs?

Registration will close when all spots are filled or one week prior to the start of the program. However, if the program has not reached its minimum enrollment requirement (3 registered children for Itty Bitty Investigators Classes and 5 registered children for Camps) it will, unfortunately, be cancelled. If the program cancels due to low enrollment, families will be notified and refunded at least 3 days prior to the start of the session.

Note: PlayLab PlayDates do not require registration. These are free, drop-in programs provided for museum guests with general admission passes.

How can I get there?

The Field Museum is in the heart of Chicago's Museum Campus, at **1400 South DuSable Lake Shore Drive**. Guests can get here by car, public transportation, or bike. To learn more about directions, travel and parking, visit our website at: www.fieldmuseum.org/visit/directions-parking

Where can I park?

Unfortunately, the Field Museum cannot offer free parking for PlayLab Program participants. Individuals participating in PlayLab Programs will be required to manage their own parking needs. Guests visiting Museum Campus will have the option to park in a few different lots owned by the Chicago Park District and managed by an outside vendor, SP+ Parking.

We encourage caregivers to research parking before traveling to the Museum. There are plenty of garages 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'd like to park close to the Museum, the Soldier Field North Garage or the East Museum Lot will be the two closest options. Costs associated with both lots are subject to vary:

Soldier Field North Garage

\$27 for up to 4 hours, \$32 for up to 12 hours. The North Garage (accessible via the main entrance on Museum Campus Drive) is open from 5am to 5pm every day. Parked cars can leave after closing hours, but overnight parking is not allowed. You can learn more about parking at the Soldier Field North Garage [here](#).

East Museum Lot

\$32 for up to 12 hours. The East Museum Lot (located on the east side of the Field Museum) is open from 9am to 3pm daily, and is accessible via the main entrance on Museum Campus Drive. Parked cars can leave after closing hours, but overnight parking is not allowed.

Note: Rates and availability of parking at Soldier Field are subject to change without notice, particularly on days with Chicago Bears home games and Chicago Fire home matches. Please see details and options at [Soldier Field Parking](#). Other events at Soldier Field and Huntington Bank Pavilion at Northerly Island can affect traffic, parking availability, and rates.

Where do I arrive for PlayLab Programs?

- **PlayLab PlayDates:** PlayLab PlayDates will take place directly in the Crown Family PlayLab, located on the Ground Level in the East Wing of the Field Museum. We suggest that interested guests make their way to the PlayLab at least 10 minutes prior to the PlayDates start time.
 - **Itty Bitty Investigators Classes:** These classes will take place in the Crown Family PlayLab, located on the Ground Level in the East Wing of the Field Museum. Registered participants will receive an informational email with arrival details prior to the session.
 - **Junior Explorers Camps:** These two-day, morning camp sessions will take place in the Crown Family PlayLab, located on the Ground Level in the East Wing of the Field Museum. Campers will also explore the Museum's many exhibitions throughout their camp experience. Registered campers will receive an informational email with details on camp, including where to meet each morning.
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Can siblings attend?

Possibly. Take a look at our policies for each PlayLab Program below.

- **PlayLab PlayDates:** Yes! These free, drop-in programs are open to all family members. However, please keep in mind that these activities are designed for families with 2-6 year olds. Younger and older siblings are still encouraged to attend to share in the fun!

- **Itty Bitty Investigators Classes** and **Junior Explorers Camps:** Maybe. These programs are designed for 3-6 year olds and their caregivers. Children not of walking age (typically 18 months and younger) are welcome to attend with their sibling and caregiver at no extra charge. However, children of walking age (typically 18-35 months) are not permitted to attend camp alongside the registered child.

Please reach out to the PlayLab team at playlabevents@fieldmuseum.org if you have questions about siblings participating in PlayLab Programs.

What are the minimum and maximum attendance thresholds?

- **PlayLab PlayDates:** There are no minimums needed for these programs to run. However, they typically host anywhere from 20 to 50 participants.
- **Itty Bitty Investigators Classes:** These classes require at least 3 registered children to run, and can host up to 12 registered children.
- **Junior Explorers Camps:** These camps require at least 5 registered children to run, and can host up to 10 registered children.

Note: If a PlayLab Program experiences under enrollment, it may be subject to cancellation. If this happens, refunds or program transfers will be administered to registered families.

What is the cancellation and refund policy?

To receive a refund, you must cancel your registration **two weeks before the session begins (10 business days)**. After this window, no refunds will be issued (even in the case of transportation issues, illness, family emergency, etc.). Cancellations can be completed by contacting the PlayLab team at playlabevents@fieldmuseum.org.

Refund Policy Exception: If your session is canceled by the Museum (most likely due to low registration), you will be given the option to transfer your purchase to another PlayLab Program of financial equivalency or receive a full refund.

What should we do if we have to cancel our registration?

Email playlabevents@fieldmuseum.org to notify our staff of your cancellation.

As a reminder, there are no refunds after the two week deadline. However, we are happy to move your registration to another PlayLab Program of financial equivalency, pending availability. Unfortunately, tickets are non-transferable to different Museum departments, events, or programming.

Are there scholarships available?

- **PlayLab PlayDates:** These are free, drop-in programs that do not require payment or pre-registration. As a result, no scholarships are needed for these activities.
 - **Itty Bitty Investigators Classes:** Scholarships are not available for these classes at this time.
 - **Junior Explorers Camps:** Yes, financial assistance in the form of a 50% OFF scholarship is offered to a limited number of eligible families. The Scholarship Application Form can be found on our website when camp registration is live.
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Who leads PlayLab Programs?

The Field Museum's Education Department will operate, run and facilitate all PlayLab Programs. For the most part, programs will be facilitated by the Early Childhood Programs Educator in conjunction with the Family Programs Program Assistants. On occasion, museum scientists, third party vendors, and outside cultural organizations will be invited to facilitate program experiences.

What are your COVID-19 policies?

If your registered child and/or caregiver feels sick, they should stay at home and contact our team to reschedule your session. Children and/or caregivers who test positive for COVID-19, but do not show any symptoms, may attend another PlayLab Program after five days of isolation. Children showing symptoms of COVID-19 may rejoin a PlayLab Program 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.

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

Please email playlabevents@fieldmuseum.org with any questions or need for additional information.