



FAQ's about Field Trips

Taking a group of children on a field trip to anywhere can be a daunting task. We want your experience at Imagination Station to be convenient and enjoyable for you as well. We've gathered a list of the most asked questions by group leaders, teachers and parents in an effort to help streamline your experience.

1. Q. How many people do I need to bring with me to get the group rate?

A. A minimum of 15 paying guests (teachers are excluded in this count) are needed to receive the discounted group rate. Reservations for groups must be reserved and a 10% deposit given a minimum of 2 weeks in advance to receive the group rate.

2. Q. What happens if my total number of paying guests falls below 15 after I have made and paid for my reservation?

A. You will still be charged for the minimum number of 15 that are required to get the group discount. (No passes are given back for numbers below 15.)

3. Q. What if I bring fewer people than I have paid for? Do I get a refund?

A. Refunds are not possible. However, we will provide admission passes for future visits for those unable to attend. No passes are given back for numbers below 15. Admission passes are good for one year from the visit date.

4. Q. How many chaperones will we need?

A. We require a 1:7 ratio. Your chaperones are expected to be with their assigned group at all times.

5. Q. What if we do not bring enough adult chaperones?

A. If your group does not meet the 1:7 ratio, you will be charged \$10.00 per chaperone shortage, payable at check-in.



6. Q. How old do chaperones need to be?

A. Chaperones need to be at least 18 years old. High school seniors (even those who are 18 years old) still need to have chaperones until they graduate.

7. Q. What if I must cancel my group reservation?

A. If you need to cancel a reservation, you must call and talk to a Reservation Specialist at 419.244.2674 ext. 250, and you will be given a cancellation number. Our refund policy for cancellations is:

1. If it is prior to 2 weeks before your visit, you will receive a full refund.
2. If it is within 2 weeks of your visit, your 10% deposit will be forfeited.
3. If you do not cancel with our Reservation Specialist and have not been given a cancellation number, the next time you or your group/school calls to reserve, you/they'll be required to pay the full amount of the visit at the time the reservation is made.

8. Q. What if I bring more people than I have reserved for?

A. Payments for additional admissions must be made in one (1) payment from the head teacher/supervisor on the reservation. Individual payments from your group are not allowed as this is a group reservation. No exceptions! Individuals paying separately will need to go through the general admission line at Visitor Services and pay regular price.

9. Q. What if some of my group members have Imagination Station memberships? Are these individuals still counted toward my 15 minimum?

A. Guests with memberships are not counted toward the 15-person minimum required to receive group rates as they are not paying guests. If we receive either copies of their membership cards or the family name and membership number along with how many are attending (e.g., 1 child and 1 chaperone, or 1 child), we will add them to your reservation. This information must be provided at least two weeks prior to your visit. **We are unable to take membership information upon check-in with group reservations.**



10. Q. Can we bring our own lunches?

A. Groups are allowed to bring their own lunches. Imagination Station also offers a full service restaurant, the Atomic Café, with school lunch options. For more information about these options, please inquire with a Reservation Specialist. If ordering boxed lunches through the Atomic Café, choices and payment must be made two weeks prior to visit. Purchase orders are not allowed as payment for boxed lunches.

11. Q. What can we bring in for lunches?

A. Only brown bag, pre-made lunches may be brought into Imagination Station. Please do not bring the ingredients for making lunches (i.e. loaf of bread, lunch meat, mayo, etc.). Also, we do not allow for pizza delivery or any other outside food deliveries or vendors.

12. Q. Can we eat whenever we want?

A. No. You will be scheduled for a 25-minute lunchtime. We ask that you eat, clean up and head back into the science center to make room for the next scheduled group before your time is up. It is very important that you are on time as lunches are scheduled back to back to accommodate all of our groups for the day. You will be notified of your lunch location upon check-in.

13. Q. Do you have refrigeration for our pre-made lunches?

A. We do not have refrigeration for pre-made lunches. However, you may bring coolers with your group to accommodate your needs.

14. Q. Do you have microwave accessibility for our group?

A. We do not have microwaves available for public use.



15. Q. How do I make a reservation?

A. We accept reservations the following ways:

- Reserve online [here](#)
- Fax your reservation form to 419.255.2674 (Attention: Reservations)
- Mail it in to Imagination Station (Attention: Reservations), 1 Discovery Way, Toledo, OH 43604
- Call a reservation specialist at 419.244.2674 ext. 250.

16. Q. Why do I need to make a deposit when I reserve?

A. We require a deposit to enter your reservation into our system. Until then, your reservation is tentative and your chosen day could fill up.

17. Q. Why are wristbands issued and required on group reservations?

A. All members of your group need to put on the wristbands prior to entering Imagination Station in order to gain easy, fast access into the science center.

18. Q. Where do we park and how much will it cost?

A. Buses and vans labeled with school or group names on the vehicle will be directed to our bus parking on Water Street off of Walnut, Locust and/or Pine Streets. This is free for those labeled vehicles. Cars and vans may choose any garage or open lot they wish. The cost ranges between \$3 and \$8 per day. Directions for both can be found [here](#). Imagination Station does not own any parking. Therefore, we are not able to provide it for visitors. **No parking validation will be given.**

19. Q. Are there any height restrictions at Imagination Station?

A. Yes. Visitors must be 42” or taller to ride the SIM Theater and 54” to ride the High Wire Cycle and BOYO. To ride the High Wire Cycle you must also have on tight-fitting shoes; no flip-flops or open-backed shoes are allowed. It is best to wear tennis shoes for your visit.



20. Q. Are there any additional costs that we might incur?

A. The SIM Theater costs \$2 per person per ride. Tokens for the simulator are available at the ride entrance (inside Energy Factory) and the machine only takes \$1 bills. You may also purchase them for your group upon check-in or individually at Visitor Service. Please encourage your group to bring single dollar bills if they wish to ride the simulator.

21. Q. If I pre-purchase SIM Theater passes, can I get a refund for any unused ones?

A. No. SIM Theater passes are non-refundable. There is a height restriction of at least 42” to ride. Please make sure that members of your group are tall enough to ride before purchasing passes. Tokens are also available the day of your visit at the simulator entrance within Energy Factory. (Please note: the token machine only accepts \$1 bills.)

22. Q. Do you have a paging system for when our group departs?

A. No. Upon arrival, we expect that you will designate a meeting time and place for regrouping at the end of your visit.

23. Q. Is Imagination Station able to locate our bus driver if we need to ask a question (e.g., I left something on the bus, need to find out when we are leaving, etc.)?

A. We have no way to contact your bus drivers, so it would be wise to get their cell phone number before you enter the science center.

24. Q. Do we need to pay for our bus driver to enter the science center?

A. Bus drivers are admitted for free the day of your visit as a courtesy for bringing you. After parking the bus, they must receive a hand stamp at Visitor Service upon entering the science center.



25. Q. Are there any special tips for success that will help to make our visit more enjoyable?

A. Absolutely! Each day at Imagination Station, we offer live demonstrations in our Extreme Science Theater. Make sure to ask a Reservation Specialist what demos are occurring on the day of your visit. In addition, be sure to review our customized Exhibit Guides available [here](#). These guides will help you to structure your visit and meet specific educational objectives and academic content standards. Also be sure to ask a Reservation Specialist about any special exhibitions or events that are occurring at the time of your visit. Check out our Calendar of Events [here](#) to learn about our themed science weeks!