



LLOYDMINSTER  
MUSEUM +  
ARCHIVES

## EDUCATION PROGRAM POLICY

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Thank you for booking an educational program with the Lloydminster Museum & Archives. To make the experience as smooth as possible, we are sending you information we hope will be helpful.

We understand that sometimes things come up and plans may need to change, with that in mind, here are our policies regarding payment, late arrivals, and cancellations.

### Payment

We have two payment options:

- On the day of the booking.
  - We accept:
    - Visa
    - MasterCard
    - Cash
    - Cheque (payable to City of Lloydminster)
    - Debit
- By invoice after the program.
  - Numbers of students/chaperones will be confirmed day of visit.

### Late Arrivals

If you find if you will be more than 10 minutes late, please call us at 780-874-3720 to notify us. We operate on a tight schedule and cannot extend your stay if you arrive late.

If you are more than 45 minutes late, we reserve the right to cancel the program and your school will be invoiced. Upon your arrival, you may participate in a self-guided tour of the Centre at our regular admission rate.

### Cancellations

In the event that you wish to cancel your program booking, written confirmation of your cancellation is required. Written confirmation can be delivered to the LMA in person or by e-mail, fax, or mail.

If cancellation is received 7 days prior to the program date, you will receive a full refund. If cancellation is received between 2 to 6 days prior to the program, you will be charged 50% of the program fee. If cancellation is received less than 24 hours prior to the start time of the booking, you will be charged 100% of the program fee.

The LMA reserves the right to cancel your booking due to the following circumstances:

- inclement weather conditions
- unforeseen safety circumstances
- facility and/or equipment problems or closures

- instructor or staff illness and/or availability
- program or service materials availability

In the event that your program is cancelled by the LMA, you will be notified as soon as possible prior to the start date and you will receive a full refund. Refunds are issued as a cheque through the City of Lloydminster's Finance Department.

### **Enforced Program Break**

We require a minimum 30-minute break between programs. This allows staff time to reset the programs. For your convenience, there are several green spaces on the property. In the case of poor weather, contact the Centre and we will do our best to accommodate you.

### **Chaperone Requirements**

*Pre-Kindergarten to Grade One:* 1 adult is required for every 5 children

*Grade Two and Up:* 1 adult is required for every 10 children

These adults, plus one additional adult, are included in the program fee and must be with the group upon arrival.

Please advise the LMA upon booking if you have educational assistants or care aids supervising students that require extra support, as these adults will be admitted free of charge, but will not count toward the chaperone requirements.

Additional parent/guardian volunteers that exceed the chaperone requirement are welcome but will be charged the regular admission rate. Should any additional adults wish to visit with each other instead of take on the role of a chaperone, they may be asked to tour separately from the group.

### **Role of Chaperone assisting with a Program at the LMA**

- Assist in keeping the students together as a group
- Ensure students follow LMA rules; no running, no touching artifacts, no food, drink, gum, or candy
- Escort a young child to the washroom and bring them back to the group as required to ensure no child is wandering around unattended
- Help keep students on task and focus on learning potential in front of them
- Help answer students questions as required, direct to the Museum Programmer any questions you are not able to answer. (This is more relevant if the class has broken off into smaller groups to do an activity.)
- Be enthusiastic and enjoy your visit as it helps model great behavior to the students

### **Gift Shop**

Shopping in the museum gift shop is not a part of your scheduled visit. If you want your students to shop, please schedule extra time. Chaperones must always be present.

### **Weaver Park**

Should your class wish to pack lunches and utilize the Weaver Park campground, it is your responsibility to contact the Weaver Park office at 306-825-3726 or [weaverpark@lloydminster.ca](mailto:weaverpark@lloydminster.ca) ahead of your visit.