

FREQUENTLY ASKED QUESTIONS

Q: Is the museum a non-profit organization?

Yes! The Woodlands Children's Museum is a registered 501(c)3 non-profit organization. Donations are tax deductible to the extent allowed by law.

Q: How do you accommodate my child's needs?

In order for us to be able to help your child have an enjoyable experience with us, we ask that you notify us at the time of registration of any allergies, accessibility concerns, behavioral, psychological, emotional conditions or other special needs. The Museum reserves the right to determine the compatibility of your child's needs within the program. The Museum is NOT responsible for administering medication to children. Please consult your pediatrician about altering the child's dosage so that medication can be administered outside of our program.

Q: How are children supervised?

Parents or guardians are required to physically bring their child(ren) into the Museum's atrium. Children are supervised at all times and escorted on bathroom breaks.

The Woodlands Children's Museum reserves the right to determine, at our discretion, that a child can be withdrawn from a workshop or request that he/she be accompanied by an adult if the program deems this to be warranted. There will be no refund in the event of our request that a child be withdrawn for disciplinary reasons.

Q: May parents stay in the classroom?

Our programs promote independent learning and socialization. If you feel that your child is unable to remain in class without you for more than a few minutes, we suggest waiting a year before sending him/her to our workshops. Parents are required to sign out their child(ren) at the end of class.

Q: Who can I contact during the day if I need to leave a message concerning my child?

Please call The Woodlands Children's Museum at 281-465-0955, and a staff person will deliver your message or you can e-mail our Educational Coordinator at workshops@woodlandschildrensmuseum.org.

Q: How should my child dress for the classes?

The best choice is comfortable clothes that may get messy, closed-toe shoes and a sweater, as the classrooms can get cool. Please do not allow your child to wear shoes with rollers.

Cancellations, Exchanges and Refunds

Each registration with payment is considered a confirmed registration.

Registrations are **NOT** transferable from one child to another.

Please be advised that The Woodlands Children's Museum reserves the right to cancel classes in the event our classes do not meet a minimum enrollment. Patrons will receive a full refund. We appreciate your understanding.

Patrons who desire or need to cancel a registration will receive a **50% refund** of the cost if notification is received at least 5 working days before class begins.

Call or email to:

workshops@woodlandschildrensmuseum.org

There are **no refunds** for registrations canceled less than 5 working days before class begins.

Questions and Concerns

Contact us at 281-465-0955

Monday through Friday from

9:00 am to 4:00 pm or email us at:

workshops@woodlandschildrensmuseum.org

We believe that in the life of a young child it is the process that is more important than the product. The process of experimenting with various materials, the exploration of different techniques and the discovery of how it all comes together nurtures positive self-esteem and self-confidence while providing a more well-rounded experience.