



## JURUPA MOUNTAINS DISCOVERY CENTER SCHOOL LEARNING EXPEDITION FREQUENTLY ASKED QUESTIONS

*JMDC home of the  
"Best Field Trip EVER!"*

Here are answers to some Frequently Asked Questions. If you have questions not clearly answered here, please contact JMDC at 951.685.5818 or [info@jmdc.org](mailto:info@jmdc.org) to get clarification. JMDC is located on 82 acres north of the 60 freeway in the Jurupa Mountains at 7621 Granite Hill Drive, Jurupa Valley, CA 92509.

**COVID-19 POLICIES** – Each school will have their own guidelines based on what is happening in their home community. JMDC Staff will be wearing masks and maintaining social distance. To enter buildings everyone must use hand sanitizer prior to entering and masks must be worn inside. This is for the safety of our Staff and you. If there are museum guidelines or regulations from museum associations or regulatory agencies of the Federal, State or County that need to be followed, then JMDC and all guests will need to follow those. Please be patient and understanding as guidelines and regulations are dynamic and evolving for this world event.



**HOW CAN I MAKE A LEARNING EXPEDITION RESERVATION?** – School Learning Expedition reservations are made over the phone and confirmed by email. While we try to accommodate your first choice for a learning expedition date, please have one or two alternative dates in mind. Once your School Learning Expedition has been booked, an information page confirming details and an invoice for your expedition will be sent by email. Once you have received this email, your School Learning Expedition is confirmed.

**CAN I MAKE CHANGES TO MY RESERVATION?** - JMDC will make every effort to accommodate any changes to your reservations. We realize things come up and there may be date conflicts or changes in expeditions. Let us know in writing to [director@jmdc.org](mailto:director@jmdc.org) as soon as possible. Every effort to accommodate your request will be made. A reasonable accurate headcount is required 2 weeks prior to be able to schedule Staff.

**HOW CAN I PAY FOR MY LEARNING EXPEDITION?** – All payments can be made with cash, credit or debit card, or purchase orders. Checks are accepted from teachers, schools and school organizations such as PTA, PTSA or Booster groups.

**IS PAYMENT REQUIRED BEFORE MY LEARNING EXPEDITION?** – Every school district has different rules and guidelines. We accept payment in advance, the day of, or net 30. Because changes in headcount can move up or down JMDC likes, pay the day of with cash or card, or to bill net 30. This way there are no adjustments that need to be made.



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**WHAT IS THE CHECK-IN PROCEDURE?** – JMDC Guides strives to make your School Learning Expedition a memorable and enjoyable experience for all involved. To help achieve this goal, we ask that you arrive approximately fifteen minutes prior to your scheduled expedition time. Buses can park by the steps in front of the office/gift shop in the designated bus area to unload. Once the buses are unloaded, they should park in the lower dirt parking lot. Explorers exit the bus and relax on the benches (use restroom, etc.) until the expedition begins. Schools should designate one teacher to check in for the learning expedition. Please have an accurate count of students, chaperones and staff.

**WHAT IF MY GROUP IS LATE?** - JMDC understands that sometimes circumstances beyond your control may cause you to arrive late for your learning expedition. When this happens, we will try to accommodate your late arrival. However, if another school is booked on the same day, your expedition may need to be altered. Remember – your School Learning Expedition has an arrival time and a start time. To ensure the best possible experience for your students please be ready to start your expedition at the scheduled start time.

**HOW MANY STUDENTS CAN I HAVE IN A GROUP?** - JMDC is prepared to host groups as large 400. Groups will be divided into manageable sizes. Very large groups may have different start times. If teachers do not have a preference as to how the group is divided, JMDC staff will divide the group by buses.

**WHAT IF THE NUMBER OF STUDENTS/CHAPERONES CHANGES PRIOR TO THE DATE OF MY SCHOOL LEARNING EXPEDITION?** - We understand that teachers making a School Learning Expedition reservation may only have an estimated number of Student Explorers. We expect numbers to vary somewhat from reservation to expedition. If your numbers are significantly (10%) more or less than originally estimated, JMDC must be notified via email ([director@jmhc.org](mailto:director@jmhc.org)) at least two weeks prior to the date of the expedition. This will help us with correct staffing.

**HOW SHOULD PARTICIPANTS DRESS FOR THE SCHOOL LEARNING EXPEDITION?** - Always check the weather before your scheduled learning expedition to Jurupa Mountains Discovery Center. Most of our learning expeditions are outdoors so explorers should dress accordingly. Closed toed shoes are recommended. Explorers should also bring plenty of water.

**DO YOU OFFER FOOD SERVICE?** – No, we do not offer food service, and recommend you bring a sack lunch and water in refillable bottles. During School Learning Expeditions we do not sell snacks or candy in the gift shop. If Student Explorers have money, we figure parents sent the money for souvenirs and not snacks or candy.