



JURUPA MOUNTAINS DISCOVERY CENTER LEARNING EXPEDITION FREQUENTLY ASKED QUESTIONS

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

Thank you for booking your learning expedition (field trip) with Jurupa Mountains Discovery Center. We are looking forward to your upcoming visit. Please review the following Field Trip Frequently Asked Questions. If you have any additional questions regarding your upcoming visit, please call our office at (951) 685-5818 during regular business hours: Tues. – Sat. 8:00 – 5:00 and Sundays 12:00 – 5:00.

HOW CAN I MAKE A LEARNING EXPEDITION RESERVATION? – Learning Expedition reservations can be made by calling our office during regular business hours and speaking to one of our helpful staff. While we will try to accommodate your first choice for a learning expedition date, please have one or two alternative dates in mind. Once your learning expedition has been booked, you will receive via email an information page confirming your learning expedition, an invoice for the administration fee and a quote for your field trip expedition. Once you have received this email, your learning expedition is confirmed and must be cancelled in writing via email to director@jmdc.org.

CAN I MAKE CHANGES TO MY RESERVATION? - Jurupa Mountains Discovery Center will make every effort to accommodate any changes to your reservations. All changes must be made in writing via email to director@jmdc.org. Any cancellations must be made via email to director@jmdc.org. Cancellations must be made at least four weeks prior to the scheduled date of the learning expedition. Learning Expeditions cancelled due to weather can be rescheduled at no additional cost to the school. Any “no-shows” or schools that fail to cancel within four weeks prior to the scheduled learning expedition will be billed for the full quoted amount of the reservation.

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? – A \$20.00 non-refundable administration fee is required prior to the date of your learning expedition. Payment in full is due on the date of the learning expedition, or Jurupa Mountains Discovery Center will be happy to accept a purchase order from your school or district on the day of your learning expedition.

WHAT IS THE CHECK-IN PROCEDURE? - Jurupa Mountains Discovery Center Staff strives to make your 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 learning 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



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the lower parking lot. Explorers exit the bus and relax on the benches (use restroom, etc.) until the learning 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? - Jurupa Mountains Discovery Center 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, tours may need to be altered if a school arrives late. Remember – your learning expedition trip has an arrival time and a start time. To ensure the best possible experience for your students please be ready to start your learning expedition at the scheduled time.

HOW MANY STUDENTS CAN I HAVE IN A GROUP? - Jurupa Mountains Discovery Center is prepared to host large groups. If your group has more than 70 Explorers, we will divide the group if possible. If teachers do not have a preference as to how the group is divided, JMDC staff will divide the group by bus.

HOW MANY CHAPERONES CAN I BRING? - Jurupa Mountains Discovery Center does not limit the number of chaperones attending a learning expedition. We leave that decision to the school/teachers. Adult chaperones pay the same amount as students for any learning expedition.

WHAT IF THE NUMBER OF STUDENTS/CHAPERONES CHANGES PRIOR TO THE DATE OF MY LEARNING EXPEDITION? - We understand that teachers making a learning expedition reservation may only have an estimated number of Explorers. We expect numbers to vary somewhat. If your numbers are significantly (10%) more or less than originally estimated, Jurupa Mountains Discovery Center must be notified via email (director@jmdc.org) at least two weeks prior to the date of the field trip. This will help with correct staffing.

HOW SHOULD PARTICIPANTS DRESS FOR THE 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 explorers bring a sack lunch and water. We do sell snacks (chips and cookies) in the gift shop, but we do not have vending machines or any other type of food service. There are some fast food restaurants a short driving distance from Jurupa Mountains Discovery Center.