

# Reservation Checklist

## Preparing for your Visit to Robert Crown Center for Health Education

### Make Reservations Early

Reservations are required for all visits to the Robert Crown Center (RCC). We strongly urge you to make reservations as far in advance as possible to help ensure that your group receives the dates and times you desire.

Reserving space prior to January 1st for the coming calendar year or reserving space for the following year during your visit to the Crown Center are the two best ways to secure your desired class times. April and May dates are in high demand. In rare cases school groups will be combined due to class size or high demand. Please let us know if this will interfere with your students' learning.

### Know Your Numbers

You need to know the number of students, chaperones and teachers for the visit, your program choice and at least three choices of dates and times.

### Reserve in Person, By Phone, By Fax, or Online

#### **By phone:**

RCC at Hinsdale: (630) 325-1900

RCC at Chicago Homan Square: (773) 722-6769

Off-Site programs: (630) 325-1900

#### **By fax:**

(630) 325-3970

(630) 325-3970

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A confirmation letter will be sent to the contact person **six weeks** prior to your visit.

### Make Your Payment

An invoice will be mailed immediately upon making reservation. Payment is due when invoice is received. To secure your preferred class time, full payment is due prior to the program date. Payments can be made with Visa, MasterCard, American Express, Discover, school or personal checks.

Minimum fees apply for all RCC Hinsdale, offsite and evening programs, and teachers are always free of charge. There is no charge for Chicago schools visiting RCC at Chicago Homan Square, or for North Lawndale neighborhood offsite visits. Fees for individual programs are available in the Reservations/Program Fees area of our website. Fees are subject to change.

We never turn a class away who cannot afford our fees. If you are in a situation where the cost of services is a barrier for your group to attend our programs, please submit a scholarship request in writing by fax 630 325-3970 or e-mail to [reservations@robertcrown.org](mailto:reservations@robertcrown.org) or Reservations, Robert Crown Center for Health Education, 21 Salt Creek Lane, Hinsdale IL 60521.

### Arrival

Please plan to arrive 15 minutes before your program start time. On arrival, one representative from the group checks in at the front desk with a final count of all children, chaperones and teachers.

While the teacher is checking in, the chaperones may monitor the students as they depart the bus and line them up on the front door portico. All classes enter through the front door and exit the rear of the building.

### Parking

Groups arriving in buses will unload at the front of the building and load in the rear parking lot. There is bus and car parking in back of the building. Buses are not allowed to park in the driveway or on the side of the building. Groups arriving in cars should park in the back parking lot.

### Cancellations

To re-schedule or cancel your field trip the facility must be notified (by mail, fax, or email) at least 15 school days prior to your scheduled program. If a 15-day notification is not received you will be assessed a penalty fee of 50% the cost of your scheduled program. In cases of school closings due to inclement weather on the day of the field trip, the Center will assist you in rescheduling the visit. Please call the facility immediately if you find that your group must cancel any booking, particularly if the

school is closed. We take reservations throughout the year and your assistance allows us to provide our services to as many schools as possible.

### **Regarding number changes:**

Your attendance numbers can be adjusted up to 15 school days prior to your scheduled program. A difference in students of plus or minus 7 will be allowed on the day of the visit and will not change the confirmed fee (no extra charges or refunds). However, if your numbers change by 8 or more, please let us know in writing (mail, fax, or email), at least 15 school days prior to your scheduled program, as it may affect scheduling. Your cooperation aids us in scheduling enough teachers and classrooms for your group, and ensures the quality of your presentation.

### **Creating the Best Learning Experience**

Chaperones and teachers are responsible for the behavior and safety of their students. Please make sure everyone is aware that other classes are in session and any noise in the halls is disruptive. Chaperones should stay with their groups at all times. We request all adults and students turn off cell phones during the program. There are some displays in the halls of the Hinsdale Center that may interest your class. If you are scheduled for the 12:45 program you may guide your class through these exhibits after your program.

### **Evaluations**

It is very important to us that we deliver the highest quality education at the Robert Crown Center. Our health educators will be sending an evaluation form via e-mail to the contact person. Please have the teachers who observed the program fill out the evaluation form and send it back to Robert Crown.

### **Lunch**

There are no facilities on site to serve meals, or store lunches. If weather permits, schools may have picnic lunches on the front lawn. We ask that you bag all trash and deposit it into the trash and recycling receptacles in the back parking lot. All students must be accompanied by an adult at all times. If students need to use the washroom facilities, they may do so in small, chaperoned groups. If your group decides to eat or wait for their class time on the bus, and is parked in the back parking lot, please have your students walk single file along the side of the building to the front doors to line up.

### **Safety First**

Our property borders Salt Creek. Please keep students away from the banks of the creek to avoid any mishaps. The use of soccer balls, Frisbees, and other toys must be supervised closely. Avoid the west side of the property and the driveway.

### **Illness**

Illness sometimes occurs during the programs. If you notice a child becoming ill, do not hesitate to quietly guide the student into the hallway or restroom. Alert the front desk staff. The Center maintains juice, crackers, ice packs and other first aid equipment if needed. **The teacher is responsible for the well-being of the students and is the only authorized agent to request additional emergency care.**

### **Photos and Video**

Video taping of our programs or recording of any kind by our guests is prohibited. However, RCC reserves the right to videotape class sessions for quality assessment, training, and other internal reasons.

Occasionally, photographers are present at the Robert Crown Center for Health Education during program times.

Photographs taken during a Robert Crown Center program will be used either by a news organization or for promotional materials for the Robert Crown Center, a not-for-profit organization. Robert Crown Center keeps photos for its exclusive use and does not profit from photos taken during programs.

*Teachers, please make sure your children have up to date photo releases and come prepared with a list of students who are not permitted to be photographed. Every effort is made to inform you in advance if photographs will be taken the day of your visit. We appreciate your cooperation in this matter - we are proud of the work we do and at times wish to share this publicly.*

### **Enjoy Your Visit!!**

We hope you have a fun and informative time at the Robert Crown Center for Health Education. A child's future should be Healthy, Happy, and Safe.