

Queens Museum
New York City Building
Flushing Meadows Corona Park
Queens, NY 11368

Queens Museum Guidelines and Policies for School Groups

Museum Visitor Policies

The Queens Museum welcomes school groups and student visitors. Our goal is to provide a positive museum experience for learners of all ages. To ensure we are providing your group with a safe environment and pleasant visit, please review our Guidelines in advance of your trip.

- **Enjoy the artwork and help us keep it safe:** Please do not touch the art, glass cases, or the gallery walls (unless otherwise specified).
- **Move carefully in the Museum.** To ensure your safety, students need to stay with their group and may not run in the museum. Please move carefully through small gallery spaces and in the Panorama which has a narrow pathway and a day-to-night lighting cycle, so it may be dimly lit at various times. Avoid blocking gallery entrances or doorways.
- **Please enjoy snacks before your visit.** No food, drinks, or gum is permitted inside the galleries. The museum does not have lunchroom facilities available for groups. Snack and beverage vending machines are available with limited selections.

We encourage you to enjoy lunch in Flushing Meadows – Corona Park, just outside the museum entrance.

- **Photography IS allowed** and encouraged as long as your flash is off, you are not using any equipment (e.g. no tripods, lights or selfie sticks) and the photography is only for personal use.
- The Museum has created a [Social Narrative](#) for neurodiverse visitors, feel free to share this with your group to help prepare for your visit.
- **Please note that if anyone in your group is putting themselves, other museum visitors or museum property at risk, our security staff has the discretion to ask your group to leave the museum.**

Adult Supervision and Chaperones (for visitors age 17 and under):

- We require **at least 1 adult chaperone for every 10 child visitors**. This can include teachers, parents, nurses and paraprofessionals. We request that no more than five adults (teacher included) attend with each group.

If you need to bring more chaperones with your group please email schools@queensmuseum.org to make special arrangements in advance of your visit.

- Adult staff and chaperones are responsible for supervising their students at **all times** and supporting safe and appropriate student behavior in the Museum during their visit.
- We encourage chaperones to participate in the tour and promote safe museum behavior among students. Please share the following guidelines with parent chaperones who will be accompanying you:
 - We encourage chaperones to participate in the gallery tour and art-making workshop.
 - Chaperones may not use their cell phones during the experience. We ask that their attention is fully dedicated towards the students and the program.
 - Chaperones may not bring strollers, additional children or infants to attend the tour experience.
 - For safety reasons, all adult chaperones must be present at the beginning of the tour to gain entrance to the Museum. Additional adult chaperones will not be permitted to join the tour once it has started (many school tours take place when the Museum is closed to the public).
- Groups are expected to follow directives from museum staff. Groups must be respectful to other museum visitors that may be sharing the gallery space.

Payment Options

Payment must be received at least 7 business days before your group arrives. We can process check or credit card in advance of your visit.

- If you intend to pay with a check by mail, the check must arrive in advance of your visit.
- Please write your INVOICE # in the memo section of your check.
- If paying by DOE purchase order we must receive a copy of your work order at least 1 week before the day of your trip.

Cancellations and Rescheduling

If you need to change or cancel your visit, please contact us as soon as possible.

Cancellation requests must be sent by email to schools@queensmuseum.org two weeks prior to your scheduled visit. Your cancellation is only finalized once acknowledged by an email response.

Schools who cancel with less than two weeks notice will incur a cancellation fee of half the total cost of the program.

If you need to reschedule (with at least two week's notice), we will make every effort to accommodate a new proposed date, but cannot guarantee a spot.

Schools who cancel with less than 48 hours notice, or do not attend on their scheduled date, are responsible for the full amount.

DOE Cancellation: The Queens Museum agrees to cancel or reschedule tours with no fee if the NYC Department of Education issues a cancellation of field trips and/or school due to outside circumstances or inclement weather.

We reserve the right to cancel museum visits based on circumstances beyond our control. If we have to cancel a visit, we'll notify you as soon as possible and assist you in rescheduling. If we are unable to reschedule, we'll provide a full refund.

Late Arrivals

Groups are responsible for arriving at the Museum at their scheduled time. Please carefully review driving and/or public transportation directions in advance and be aware of traffic/transit issues.

Review our Visit webpage to note our location in Flushing Meadows-Corona Park, transportation recommendations, and any updates that may impact your travel.

Unfortunately, we cannot delay or extend the length of your guided tour because of late arrival.

Late groups are still responsible for paying the full amount.

If your group is in transit and going to be late, please call our front desk at 718-592-9700, ext 233.

We do our best to be flexible with every school but late cancellations and no-show groups incur significant staffing costs to the Museum. Schools with outstanding invoices and groups that repeatedly cancel with late or no notice may be prevented from booking trips in the future.

Changes to your Reservation

Please let us know any requests to change your reservation as soon as possible by emailing schools@queensmuseum.org. Please include your name, phone number, confirmation number, name of organization, and date and time of your visit.

If you are expecting more than 25 people your group is subject to an additional group visit fee and will need to divide into smaller groups. Due to capacity, only five chaperones are permitted per group and we may not be able to accommodate the additional adults. If this is the case, the additional adults are welcome to explore the museum and reconnect with the group afterward.

Parking/Drop-Off

Buses and vans may stop on the Grand Central Parkway side of the museum and drop students directly at the entrance. Aside from drop-off and pick-up, there is no parking directly at the museum entrance.

Free parking with limited spaces is available in lots on either side of the museum. We recommend buses and vans park in the larger southside lot to the right of the Museum entrance.

Any More Questions?

Feel free to email us at schools@queensmuseum.org.