

## >>DOs AND DON'Ts TO MAKE YOUR TRIP EASIER FOR YOU

**1 DO plan to park the bus off-site.**  
UNC-Chapel Hill owns and operates the parking lot in front of Morehead Planetarium and Science Center and does not allow bus parking in the lot. Buses are allowed to drop off students at the door and then park at University Mall (about two miles away). Morehead's Guest Relations team will shuttle bus drivers between the mall and Morehead by request.

**2 DO arrive at least 20 minutes prior to your first program.**  
Early arrival gives your group time to visit the restroom and you time to check in. We are unable to seat groups once the show has started. If you're running late, please contact Guest Relations at (919) 962-1236 as soon as possible.

**3 DO pay in a lump sum with one check or credit card (Master Card or Visa).**  
We'll send you an invoice in advance of your visit. **Changes to your ticket total must be made at least three days in advance of your visit - otherwise, you will be charged for the amount on your invoice.** If you prefer, we can invoice your school, with payment due within 30 days of your visit. We regret that we are unable to make refunds for absent guests or for overpayments.

**4 DO give information to parent chaperones.**  
We've created a "Frequently Asked Questions" tip sheet for parent chaperones that we've included in this packet. Please copy the sheet and distribute it to all adults who will accompany your group.

**5 DO get educator resources from [www.moreheadplanetarium.org](http://www.moreheadplanetarium.org).**  
Make the most of your visit by using the online resources that we have for almost every program that we offer. Just go to our Website, click on the "Now Showing" section and select your program of interest.

**6 DO reserve tickets for every adult coming on the trip.**  
Some trip planners forget parent chaperones when they make reservations or assume that parents will be able to buy tickets when they arrive. That's a mistake that could cause major headaches for everyone. **Parents who are not counted in your group reservation numbers may not be admitted if your show is sold out.** Also, parents may want us to delay your show while they buy tickets and will not receive the group discount if they are not included on your invoice.

**7 DO schedule time in the gift shop.**  
Our shop has many distinctive educational novelties, toys and books. For many, the shop is one of the highlights of their visit. However, large groups can overwhelm the shop. As a result, we **strongly encourage all groups to communicate their gift shop plans** to guest relations and the gift shop so that they can help you coordinate an efficient and enjoyable visit (this includes small groups because of the potential for scheduling conflicts with larger groups). If time or group size makes visiting the shop impossible, check out the attached gift-bag option as an alternative. By the way, educators get a 10 percent discount on all merchandise other than gift bags.

**8 DO plan lunch in advance.**  
You may bring lunches with you from school or order lunches through our partnership with Chick-fil-A. If you bring lunches, we will make provisions for storing them during your programs. Please visit the online order form on the field trip site (link below) for more information on the Chick-fil-A option. Note that we do not have inside lunch space. There are several great spaces nearby to have a picnic-style lunch.

**9 DON'T worry about inclement weather cancellations.**  
In the event of inclement weather, we will work with you to reschedule your trip with no penalty. We follow Chapel Hill-Carrboro Schools' lead for closings and delays. Chapel Hill-Carrboro Schools announce closings and delays through WRAL-TV5 or [www.wral.com](http://www.wral.com). We will also post updates on our website and inclement weather hotline (919.843.3574). If your school is closed or delayed, please let us know as soon as possible by either calling the hotline or e-mailing us at [fieldtrip@unc.edu](mailto:fieldtrip@unc.edu).