

# Museum of Aviation Foundation, Inc. National STEM Academy Handbook of Policies and Procedures

The Museum of Aviation Foundation, Inc. National STEM Academy Programs are packed with challenging, interactive, hands-on activities led by our enthusiastic staff. The purpose of this Handbook of Policies and Procedures is to ensure all participants have an enjoyable experience. “Participant” herein refers to anyone participating in any Museum of Aviation Foundation program, i.e. field trips, groups, and individuals (ERC, ACE, Heritage, Mission Quest, STEM Labs, Summer Camps, Birthday Parties, Special Events, etc.) including minors and adults. All policies apply to all participants, unless otherwise specified for different programs. “Individually Registered Programs” refers to the following: summer camps, STEM labs, ERC workshops, special events, etc. “Field Trip Programs” refers to groups, i.e. schools, churches, organizations, companies, etc.

By signing a registration and/or confirmation form for any and all of The Museum of Aviation programs you acknowledge that you have read and understood these documents and are hereby referred to as The Undersigned. The undersigned hereby acknowledges that participation in recreational activities involves inherent risks of physical injury, illness, or loss of personal property and assumes all such risk. The undersigned hereby agrees that for the sole consideration of The Museum of Aviation and National STEM Academy, allowing the participant in programs for which the National STEM Academy has sponsored or made available any equipment, facilities, grounds or personnel for such programs or activities, the undersigned does hereby release and forever discharge The Museum of Aviation, The Museum of Aviation Foundation, its members, officers, agents, employees and volunteers for all claims.

**Enrollment:** Enrollment is limited, and prior registration is required for all programs.

**Payment:**

**Individually Registered Programs:** Payment is due at time of registration.

**Guided Tour and Field Trip Programs:** Payment can be made the day of the program via cash, check, money order, or credit card. There is a service fee for all credit card payments.

**Virtual Programs:** Payment is due upon scheduling via check, money order, e-check, or credit card. There is a service fee for all credit card payments.

**Cancellation and Refund Policy:**

**Individually Registered Programs:**

All cancellations must be in writing. Please email [education@museumofaviation.org](mailto:education@museumofaviation.org) to cancel any program.

- Refund Policy:
  - Refunds are made if cancelled up to 2 weeks prior to start date of program. Reminder emails are a courtesy and are not guaranteed. Please mark your calendars for dates/times registered for.
- Account Credit Policy:
  - Account credits are made at the discretion of the National STEM Academy for cancellations made within the 2-week refund window on a case by case basis. Account credits are not guaranteed.
- No-Show Policy:
  - No-Shows and those cancelled in less than 48 hours are not eligible for refunds or account credits. It is the responsibility of the registered to remember the dates/times signed up for. Reminder emails are a courtesy and are not guaranteed.

**Guided Tour, Field Trip, and Virtual Programs:** Cancellations are accepted, and refunds are made for prepaid programs if cancelled up to 2 weeks prior to date of program. For cancellations less than 48 hours in advance and no shows, there will be a \$50 processing fee.

**Individually Registered Programs:** Participants may not check in any sooner than 15 minutes prior to start time of program. It is very important that participant arrives and is picked up on time. All participants must be picked up no later than 15 minutes after the program ends. Pick-up after this time will result in a late fee of \$15 per child. Late fees must be paid at the time of pick-up.

**Guided Tours and Field Trip Programs:** Groups are required to arrive 15 minutes before your scheduled program time. It is very important you arrive on time. Tardiness may cause you to miss part of the program. Upon arrival, you must check in with the Program Coordinator at the designated location stated in your confirmation paperwork.

**Drop Off and Pick Up Procedures: (Individually Registered Programs only)**

Participants will be checked in by National STEM Academy staff from the respective car rider loops. In the event of inclement weather, drop off and pick up will occur inside buildings. Only adults listed on the registration form, with an NSA Authorized Dismissal Card or photo ID, will be permitted to pick up participants.

**Emergency Contacts:** Emergency contact information must be completed as part of registration packet. Should any numbers or contacts change, please update registration form immediately.

**Personal Items:** Participants should not bring toys, electronic devices (exception of cellphones) or unsecured personal items. If personal items are brought, the Museum and its staff are not responsible for them and cannot be held liable for loss or damages.

**Dress:** Participants should wear casual clothing and closed-toe shoes. Please be aware that some activities are outside and/or involve messy materials.

**Safety/Behavior:** Our campus is a public facility with many aircraft on display. Participants must follow all proper safety and behavioral instructions.

**Guided Tour and Field Trip Programs:**

- Teachers/Chaperones Responsibility
  - Stay with participants at all times and ensure their safety.
  - Monitor restroom usage. Restrooms are located on the first floor of the Eagle Building, the Century of Flight Hangar, Scott Hangar, Nugteren Hangar, and Space and Innovation Center.
  - Ensure students are following all behavior rules below.
- Students/Minors
  - Students will stay with their adult chaperone at all times.
  - Students understand no running is allowed.
  - Students will be polite and respectful to others who are visiting the Museum of Aviation.
  - Students are required to use the stairs while in the Eagle and Century of Flight Buildings.
  - The elevators are reserved for the elderly and mobility impaired visitors.
  - Students understand that due to the historical significance of our exhibits and artifacts, they are not to touch or climb on any of the exhibits or artifacts unless they have been designated as an interactive exhibit.
  - Students are not allowed to have gum, food or drinks inside the buildings, unless prior arrangements and authorization has been received by Program Coordinator.

**Individual Registered Programs**

- We are excited to have your participant attend a National STEM Academy program at the Museum of Aviation. Our goal is to provide an atmosphere that is safe and fun both physically and emotionally for everyone. Our staff designs their programs so that every child is set for success.
  - As it relates to discipline, the Museum of Aviation Foundation National STEM Academy subscribes to the “3 consequences policy.” Each consequence will be discussed with the student and the instructor will document it in the logbook. If needed, a parent/guardian will be contacted. Depending on the situation, the student may be expelled from current camp or workshop. There is no refund if a student is expelled.
    - Consequence 1: Instructor will discuss issue with student.
    - Consequence 2: Student will be given a short timeout.

- Consequence 3: Student will be removed from the class and a parent or guardian will be contacted to discuss further attendance. An incident report will be filed.
- In addition, there are certain situations for which a “No Tolerance Policy” is in effect. Based on the desire to operate the Museum of Aviation activities in such a way that all students, instructors, and members of the community enjoy their time at the Museum and are kept as safe as possible, there are certain behaviors that will not be tolerated. The behaviors not accepted: bullying, fighting, profanity and bringing weapons or any type of dangerous objects.
- Any child who needs special attention or who has behavioral disorders must have notations made on the Registration Form. A behavior action plan must be made available. This will help the Instructors better tend to the individual needs of the child.

**Staff and Volunteers:** All Instructors are currently employed by the Museum of Aviation Foundation. All volunteers and Assistant Instructors are officially registered with the Museum, pass background checks, and receive training prior to the first day of camp.

**Medical/Illness Policy:** The undersigned agrees that the National STEM Academy staff have been notified, in writing, of any and all medical concerns, allergies, and/or special needs. National STEM Academy staff will make every effort to accommodate any and all non-contagious illnesses and/or special needs, within reason and the physical ability of staff and facilities. In the event participant becomes ill, they will be moved to a safe space and parent/emergency contacts will be notified by telephone for pick up arrangements. An incident report will be filed.

**Medication:** Except for first aid/lifesaving medication (i.e. EpiPen) or as authorized under Georgia law, Personnel shall not dispense prescription or non-prescription medications to a participant. Parent/guardian may pull participant temporarily to administer needed/planned medication to participant.

**Diets/Allergies:** We must be aware of any allergies in advance. Be sure to add allergies to registration form. The National STEM Academy staff will make every effort to keep students away from allergens if notified in advance. If your student has an EpiPen or another lifesaving device, please notify instructor during check-in.

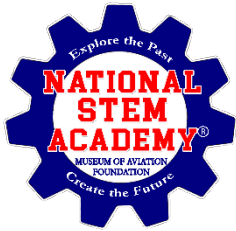
**Contagious Illness Policy:** Employees at the Museum of Aviation make every effort to use disinfectant on classroom surfaces after each class and encourage hand washing often. A participant will not be allowed to remain in a National STEM Academy program with the equivalent of a ninety-nine (99) degrees Fahrenheit or higher oral or forehead temperature. Participants must be fever free for 24 hours before returning to camp. Other contagious symptoms, such as but not limited to, a rash, vomiting, diarrhea or a sore throat are also cause for further investigation and separation from the group. If a participant shows symptoms of illness during the program, the participant shall be moved to a supervised quiet area, parent or other emergency contact called, and provided the necessary attention until such time as the participant is either able to return to the program or pick up arrangements are made with the parent or emergency contact. Staff and volunteers are also not allowed at the Museum with present contagious illness symptoms.

**Medical Emergencies:** If there is a medical emergency, injured or uninjured participant(s) will be removed from the area, whichever is relevant. 911 will be contacted and injured participant will be observed by CPR/First Aid Trained staff until emergency care arrives. If the participant has an EpiPen or other lifesaving equipment/meds, National STEM Academy staff will administer immediately. Parent/emergency contacts will be notified as soon as possible after injury.

**Handling/Disposal of Bodily Fluids:** The National STEM Academy adheres to OSHA regulations regarding the proper handling and disposal of bodily fluids. Please visit the OSHA website for details: <https://www.osha.gov/about.html>

**Hazardous Materials Storage (Soiled Clothing, etc.):** Any soiled clothing or other participant article that is soiled and/or contaminated by bodily fluids will be sealed in a zip lock bag out of program areas and returned to participant and/or parent/guardian upon dismissal.

**Recognition and Reporting of Child Abuse and Neglect:** National STEM Academy adheres to Georgia Code 19-7-5; please refer to Georgia Laws & Codes for specifics. All staff members are considered “Mandatory Reporters” under the Georgia Code.



non-profit organization and holds liability insurance on all visitors at all times. An exemption approval letter from the state department can be viewed on the premises as well as a copy requested. To request a copy, please email [education@museumofaviation.org](mailto:education@museumofaviation.org). You may also call or visit the department's website for more information, 404-657-5562, [www.decal.ga.gov](http://www.decal.ga.gov).

**Freedom Park Picnic Area:** If you wish to bring your lunch, you may visit the Freedom Park picnic area located near the entrance of the Museum. Pavilions are available on a first-come first-serve basis. To guarantee a pavilion, they are available to rent by contacting 478-222-7553. Groups using the pavilions are responsible for removal of all trash. You will be required to furnish your own garbage bags and place all trash in the adjacent dumpster before departure.

## **National STEM Academy, Museum of Aviation Foundation, Inc. Acknowledgment of Receipt of Handbook of Policies and Procedures**

If you are paying online via electronic check or credit card, you will sign this form electronically confirming receipt and agreement to these policies. If paying by cash, paper check, or money order, the below must be signed by Program Coordinator or Parent/Guardian at the time of registration or reservation for any program.

**In the event participant suffers any illness or accident requiring emergency treatment while involved in any Museum of Aviation activity, I hereby give permission for any medical treatment necessary (hospitalization, medication, or surgery) on recommendation of medical personnel, in which case all such expenses shall be paid by me.**

**In the event of sickness or accident, I waive all claims against Museum of Aviation, Foundation, its members, officers, agents, employees and volunteers that may arise from participation in the activities of the Museum of Aviation Foundation. The undersigned hereby waives all claims against the Museum of Aviation, Foundation, and its employees or volunteer workers for injury, accident or illness occurring by reason of participation in Museum of Aviation Programs.**

**The undersigned hereby acknowledges that concerns and/or situations may arise that are not covered herein. In such case, the Education Director and Program Coordinator will address in the best appropriate manner given the circumstances of such a situation.**

**The undersigned hereby acknowledges that they have read, understand and agree to all documents related to The Museum of Aviation Foundation, National STEM Academy Handbook of Policies, and Procedures. A copy of this Handbook of Policies and Procedures can be found on our website. These policies subject to change.**

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

**Print** \_\_\_\_\_ **Phone** \_\_\_\_\_

*For Individuals: Student Name* \_\_\_\_\_

*For Field Trips: School/Organization* \_\_\_\_\_