



## Overnight FAQ Web Sheet

### **The Check-In Process and Time Frame**

Everyone who attends an overnight needs to check in at will call at the South Entrance of the Museum. Families who have pre-registered by phone or online will be listed on our roster and will need to give the name under which the tickets were reserved. Participants who registered online may receive paper tickets by mail, these are not needed at check-in, and people with those tickets will still need to check in at will call.

Check-in begins at 5:45pm, and we strongly encourage all participants to arrive at the Museum as close to that time as possible. The orientation program begins at 6:30pm, and is mandatory for all overnight participants. Arriving before 6pm will give participants time to find their sleep area, drop off their belongings, and get settled in for the night before the orientation begins. For groups, only the group leader listed with the Museum on your registration and confirmation materials should check in at will call. Those group leaders will be given the materials to internally check in the rest of the chaperones in their group.

### **Registration Availability & Waitlists**

The most up-to-date information about the availability of overnight spaces for the current season can be found by calling the overnight hotline at 312.665.7525. Families that would like to be placed on the waitlist for a sold-out program can leave their name, phone number, the number of people in their party, and the date of their preferred program on the overnight hotline.

Groups that would like to be placed on the waitlist for a sold-out overnight should submit a registration card with their first choice of date marked and the word "waitlist" written next to it. Participants who are waitlisted for an overnight should call the Overnight Supervisor at 312.665.7524 three weeks prior to the program date for final confirmation on whether or not space has become available to accommodate their party.

### **The Age Range**

We receive many requests for people to bring children to the overnights that are outside our designated age range of 6-12 years old. For many reasons, we are unable to approve these requests. In the interest of fairness, we can't make the exception for some groups while refusing it for others. Also, because of the popularity of the program and the fact that it consistently sells out, giving tickets to participants outside the age range takes those tickets away from our intended audience.

### **Snack and Breakfast**

Overnight guests are strongly encouraged to eat dinner before arriving to check in for the program. Occasionally, the McDonald's in the Museum will remain open during the first part of the overnight. To confirm whether or not they will be, you can contact them on the day of your program at 312.665.6018.

A late night snack will be provided at 8:45pm on the evening of the overnight, and a continental breakfast will be provided at 7:30am the following morning.

#### ***Snack:***

- Apples
- Carrots
- Apple juice
- Breakfast bars
- Various chips & crackers
- Cookies

**Breakfast:**

- Bananas
- Orange Juice
- Milk
- Cereal- assorted
- Coffee
- Tea
- Muffins / bagels

This is not a complete list, and not every item listed above will be available at every overnight, this is merely a sample of the items offered. Under no circumstances can the food provided at an overnight be taken outside of the designated eating areas.

**Outside Food**

We have a policy at the overnights of NO outside food, especially in the exhibition halls where the participants sleep. Occasionally we have a guest come in who has severe food allergies or specific dietary needs. We allow them to bring in an outside snack under the following conditions:

- It must be sealed in a heavy-duty plastic container (Tupperware, not a Ziploc bag), labeled with the guests name;
- It must be taken directly to the kitchen prep area in the back of The Siragusa Center (the designated eating area) and left there for the duration of the event;
- Items must be non-perishable, as overnight staff will not have access to refrigerate guests' food.

We can't guarantee the safety of the food that is left there, nor can we take responsibility for it if it is lost or taken. Any food not meeting these criteria or that is found in an exhibition hall will be immediately confiscated. Any guests needing to bring in outside food should notify the overnight staff immediately upon arrival. Teen volunteers who are helping at check-in will show guests to the kitchen area in the back of the snack/breakfast area where they can leave their items.

**Sleeping Arrangements**

All overnight participants sleep in the carpeted exhibitions on the Museum's main level.

Groups are assigned to specific areas before the event, and the group leader will be given copies of a sleep map upon arrival to distribute to the group's chaperones. Guests are welcome to bring cots, sleeping bags, or air mattresses. There are outlets available throughout the Museum in order to inflate air mattresses. Tents are also allowed, provided that they are of a proportionate size for the number of people that will occupy them (meaning, please don't bring a five-person tent for two people).

**The Rules**

- Rule #1: Have fun.
- Do not bring food or drinks into the exhibitions, eat only in designated areas.
- Keep your shoes on (except while sleeping).
- No running.
- No heelys.
- Children and their chaperones must stay together at all times.
- Respect your fellow overnights and their belongings while touring Museum exhibitions.

**Refunds and Exchanges**

Families who register by phone or online must pay their entire balance at the time of registration. Refunds cannot be given to these guests under any circumstances. Guests who end up being unable to attend an overnight for which they have a reservation can exchange their tickets for a future overnight program, provided that they pay a \$5 per ticket processing charge and that they alert The Field Museum at least 24 hours in advance of their originally scheduled program.

Groups must pay their total balance for an overnight at least four weeks in advance of their scheduled date. Before the due date listed on their confirmation e-mail, group sizes can be increased based on availability, or they can be reduced without penalty. Groups reducing their size after their due date are responsible for finding replacements for those participants. No refunds or exchanges will be available to those groups or their members.

### **Security and Emergencies**

The Field Museum Protection Services department has staff members inside the building 24 hours a day. Each member of the Protection Services team is trained in CPR. In addition, an EMT is brought in especially for the overnight program and is available throughout the entirety of the event.

Guests are encouraged to leave their belongings in the sleep area during the overnight program as a means of staking out their own spot. While we have never had an issue with theft at the overnight program, we do highly recommend keeping valuables on your person at all times, and The Field Museum does not take responsibility for any lost or stolen items.

### **Parking**

Overnight parking takes place in the Soldier Field North Garage, directly across McFetridge Drive from The Field Museum. On most nights, guests will receive a parking ticket from the machine as they pull into the garage. Guests should bring this ticket into the Museum in order to get a validation ticket. Both tickets will be needed in order to get out of the garage in the morning without paying the parking fee, which varies between \$12 and \$35 on special event days. If a guest pays for their parking as they enter the garage, The Field Museum will not be able to reimburse them.

On some occasions, the parking lot will go into a cash-only, pay-as-you-enter mode. On these days, overnight guests can show their overnight parking placard in order to get into the lot free of charge. No validation ticket will be needed to exit the garage the next morning on these days.