



Field Trip Policies

Arrival

All groups must arrive **15 minutes** before their scheduled program. The lead teacher or field trip organizer will check in with a SAM staff member in front of the Museum. Staff will confirm your group's tickets, conduct a headcount, and verify your group's schedule. Students will receive a brief introduction and be escorted into the museum.

Please ensure your groups are assigned a chaperone and organized into groups before your arrival. Schools exceeding 30 students must divide groups into groups of no more than 30 students per group unless otherwise directed.

Parking

Four bus parking spots are available in the North Lot. Chaperones driving their own vehicles should park in the main parking lot. Buses should drop students off in front of the museum as indicated on the map.

Chaperone Policy

To ensure the safety and well-being of all guests and artifacts in the museum, adult supervision for all students under the age of 18 is mandatory at all times. **Chaperones must ensure students follow the museum's code of conduct during their visit.**

One adult chaperone is required for every 10 students. These chaperones will receive **free admission**. Each adult chaperone over the required chaperone count will need to purchase a ticket at the Museum's group rate in the Welcome Center.

Field trips have a capacity of 40 total participants including chaperones and teachers.

For groups exceeding this number, you must book separate experiences. No more than 25% of the group may be chaperones or additional guests.

If groups arrive without fewer chaperones than required, without informing the museum in advance, the group will be denied museum admission and pay a **20% cancellation fee** on the original agreement.

If the morning of your visit you experience an unexpected chaperone shortage, please contact the museum as soon as possible so we can ensure appropriate accommodations.



Volunteer Chaperone Program

For groups struggling to meet the minimum chaperone requirements, you may request chaperones supplied by the Museum, as a part of the **Volunteer Chaperone Program**. These volunteers have undergone background checks and training with the Museum to facilitate student experiences. Please request Volunteer Chaperones at least **two weeks** before your visit.

Volunteer chaperones are available on a first come first serve basis, we recommend that you request your volunteer chaperones as soon as possible.

Payment

All programs must be paid for in full **seven days** before their scheduled program or their program will be canceled and received payments will be forfeited.

Late Policy

All groups must arrive **15-minutes** before their scheduled program to ensure they are able to check-in and start their program promptly. Groups that arrive late will have their field trips modified appropriately. Groups arriving an hour or more after their scheduled program start time will only be able to conduct a self-guided tour of the museum. Final admission for groups is **60-minutes** before the museum closes to ensure a quality field trip.

Gift Shop/Welcome Center

If your group wants to visit the gift shop, inform the Museum staff before your visit. The gift shop accepts cash and cards for payment. **If groups are interested in browsing merchandise, they must explore the store in groups of 10 or less accompanied by an adult chaperone.**

Cancellations

Schools may cancel their field trip at any time before their visit. However, if canceling in less than 48 hours, groups will be charged a 20% cancellation fee on the original agreement.

No-Shows

Groups who do not show up for their scheduled program time and **do not contact** the museum prior to their scheduled program will forfeit their full payment.

Weather Policy



Education programs at the Sullenberger Aviation Museum occur during all weather conditions. Ensure students are dressed appropriately for the weather, as there are both indoor and outdoor areas at the Museum.

The Museum aligns closures to the Charlotte-Mecklenburg County School System. If your program is canceled due to inclement weather the museum will offer make-up days for your field trip or will issue rainchecks for each paid ticket for students to visit with their families.

What to bring

- A copy of your group's ticket.
- Any emergency supplies your students may need.
- Ensure students are dressed appropriately for the weather, as there are both indoor and outdoor areas at the Museum.

Code of Conduct

Please be sure students are aware of these expectations before visiting.

- Maintain respectful behavior & language
- Quiet Enjoyment: No phone calls or video calls in gallery
- No flash photography
- Do not touch artifacts or go behind barriers
- No food or drinks permitted in the Museum
- No backpacks or bags permitted
- No smoking, weapons, or drugs are permitted on property

The museum reserves the right to discontinue the organization's visit, including stopping the education program or asking the group to leave the premises. **If asked to leave the museum, groups will forfeit all payments received by the museum.**

Bags/Lunches Containers

The museum does not have storage space to hold lunches, bags, or personal items. We ask that you leave these items on the bus or in your vehicles. If your group does NOT have lunch included in your field trip, we are unable to provide space for your group to eat lunch.

Rainchecks

For any students unable to attend the day of their scheduled program, the Museum will issue a raincheck for that student to visit the museum within 90 days. Adults accompanying a student with a raincheck must purchase a ticket. Students under 18 must be accompanied by an adult.



Restrooms

Arriving 15 minutes or more prior to your scheduled time allows ample time for a restroom break for your students. Arriving later than 15 minutes may delay your program start time. Later arrivals will want to reserve restroom breaks for emergencies only. **Programs delayed after their scheduled time may face modifications to their educational experience.**

Restroom breaks will take place at the restrooms in the **Main Hangar**.

Museum Store

Groups wanting to visit the museum store must notify the Museum prior to their field trip. If visiting the store, groups are not allowed to visit in groups larger than 10 at one time. An adult chaperone must always accompany students. Groups observed not following store rules inappropriately will be required to leave.

Lunches

Outdoor seating will be available to all groups on a first-come-first-serve basis. For groups being provided lunch by the museum, you will have a 30-minute lunch period in an assigned classroom. **The museum does not have space to store lunches. We ask that you leave all lunch boxes, bags, and other belongings on the bus.**

Photos and video

Groups may take photographs and video in designated areas unless otherwise indicated. Please avoid using flash photography, as it may damage artifacts, and respect any posted restrictions on photography or filming. We request that chaperones help students stay present during programming by limiting electronic use outside of indicated times.

Professional photography and videography in the galleries require prior authorization. Most of the Museum's aircraft collection is on loan from the US Military. Professional photography/videography of loaned military artifacts requires prior written approval by the US Military.

Thank you for your cooperation! Enjoy your visit to Sullenberger Aviation Museum. We appreciate your contribution to maintaining a welcoming environment for all visitors. If you have questions or concerns, please approach museum staff.