

FAQ

Commonly Asked Questions by Teachers and Educators

Q: Where does the bus park while we are visiting the museum?

A: We do have limited bus parking along the east entrance of the building that comes at a first come first serve basis. Please advise your bus driver that if there is no more room, they must park at one of the public lots nearby. Many busses chose to park at Kingsway mall (about 2.1 km from the museum) because there is a lot of space and it is free.

Q: Do we receive a lunchroom included in the price of a program?

A: Yes, whether you are booking a self-conducted or facilitated program you will have a space available to gather and have lunch. If you are booking a self-conducted program in the afternoon, please note, there will be a space provided to gather, but not one with a lockable door.

Q: What do we receive in a self-conducted program?

A: If your group is Kindergarten or Grade 1, there will be an explorer themed scavenger hunt available for you if you wish. If your group is Grade 2-12 there are booklets specific to the grade attending that will be handed out to use as you make your way through the museum. These booklets are available in both English and French. There may also be programming experiences such as bug encounters or object touch tables offered in the lobby of the building for classes to enjoy.

Q: Can we pay the day of or after the day of a program?

A: Because of the current high demand for group bookings, we are only accepting payment ahead of time to secure your place, room and time slot.

Q: Can we bring two different classes on the same booking?

A: Each class must book separately to ensure we have enough room and correct educational materials for those attending. We cannot put multiple classes together in the same gathering room at the same time under one booking.

Q: Can I change my self-conducted program to a facilitated school program before the day of my program?

*A: We currently have specified time slots for our facilitated programs. We cannot change self-conducted program times to facilitated. If you wish to change or refund your booking, please check our cancellation policy here [*insert link*](#) and follow the instructions.*

Q: Do you offer back of house tours for school groups?

A: No, not at this time. Please see our selection of facilitated and self-conducted programs on the RAM website.

Q: We are part of an Indigenous school group; do we still have to pay for self conducted or facilitated school programs?

A: Currently all school groups do have to pay for facilitated school programs, however Indigenous groups can attend the museum regularly for free at any time.

Q: If we don't want the supplied booklets for the self-conducted program, can we refund that portion of the experience?

A: No, these are considered materials to use at your discretion, they are helpful and educational but are not considered an extra, they are part of the program.

Q: How long are we allowed to stay in the museum?

A: You are welcome to stay as long as you would like while the museum is open. Please note however, that your lunchroom (gathering space) is only available in the time slot booked, you may not have access to it for the entire day.

Q: Is your facility peanut free?

A: No, we are not a peanut or other allergen free facility.

Q: Is your facility wheelchair accessible?

A: Currently we offer elevators beside our staircases with plenty of room for different types of mobility aids. Our galleries are mostly wide open and spacious, however there are a few spaces ie: some lunchrooms and the bug gallery that can get a bit tight when multiple individuals are inside. We are always working on new ways to become more accessible. If you have any suggestions or comments as to how we can make our spaces more comfortable and accessible for yourself or a loved one, please feel free to fill out one of our suggestion cards at our admissions desk.

Q: Are there options that may be supplied to assist those with sensory needs?

A: Yes, we are extremely proud of our lovely and well thought out sensory kits. Stop by our admissions desk and they can provide you with a kit to rent for the day free of charge. We are also working on providing a sensory space in the case someone may need a quiet place free of stimuli and loud noise.

Q: Where can parents park if they are coming along on a field trip?

A: There are a multitude of paid city lots around the museum including the diamond lot which is right next door outside the CN building. For a full list of parking locations downtown as well as their costs please refer to this list: https://en.parkopedia.ca/parking/downtown_edmonton_alberta/

Q: What is the average time of stay for a visit?

A: While it really depends on the individual or group attending the museum, we do recommend staying for at least 2 hours to get the most out of our galleries.

Q: Are there lockers available?

A: Yes, we have lockers available for 25 and 50 cents. Please ensure you bring quarters as Admissions and the Shop are not always able to provide them.

Please feel free to reach out to CUL.RamLearningTeam@gov.ab.ca if you have further questions that have not been answered above.

ROYAL ALBERTA MUSEUM 