

FAQ for Junior Conductors: School Holiday Day Camp

Do I need to bring lunch and snacks?

Yes, please pack a nut free lunch for your camper and any snacks or beverages they will need for the day as food will not be provided. We will have dedicated breaks for snacks and lunch and additional water bottles on hand should they be needed.

Can I drop off my child early?

No as the building will not be open and ready to welcome campers until 9am. If you arrive early you will need to wait outside the building until a staff member greets you at the entrance. If you are running late for drop-off, you should call the number provided in your registration information.

Can I pick my child up late?

Pick up is promptly at 4:30. If there is any reason you are running late, please call the number provided as soon as possible.

What does my child need to bring?

The Museum will provide all materials. Children only need to bring a packed lunch, snack and any beverages. The Museum is not responsible for personal items left behind. Children can bring their own EpiPen if they know how to administer it to themselves. If a child cannot administer their own EpiPen, staff will not be able to do so on their behalf so please contact us in advance of the program.

May my child bring a friend or sibling to camp?

Camp is limited to those who are enrolled. No additional children may join.

Can I enroll my child, who is not within the specified age range but might fit well in a program?

Program registration is limited to students between the ages or grades listed in the program description.

How will the museum communicate with me regarding my child's registration?

Upon purchasing a ticket online, you will receive a receipt by email, with an automated confirmation prompting you to fill out the camp registration form. Upon completion of the form, you will receive a confirmation email with all relevant program information.

What is the behavioral policy at the New York Transit Museum?

The New York Transit Museum is located in a de-commissioned subway station with a live third rail. Safety is first and foremost and campers will be asked to respect and follow instructions from educators. At the start of the day campers will review guidelines with educators intended to share values of respect, kindness, trust, and safety. Campers are expected to respect these guidelines and any additional behavioral instruction given by educators or museum staff. If a challenge arises, educators will first review expectations and address the situation with the child. The museum will follow up with the caregiver if the issue is not resolved. The museum reserves the right to withdraw a child from future programs due to behavioral concerns.

What is your refund policy?

A full refund may be issued up to two weeks prior to the session. A 50% refund up to one week prior to the session. No refund if the cancelation is made within a week of the session. If your child is ill on the day of the camp and unable to attend, you can apply to cost to a future session.

What should I do if my child is sick?

Please contact the number provided in your registration information as soon as possible. The cost of the session can be applied to a future session.