

Payments

- Remaining balance payment is preferred day-of, so adjustments for absences/student numbers can be made.
- Payments from individuals such as additional chaperones and unplanned children (not an organization or school), must be paid day-of.
- Payment from organizations will be considered late 30 days after visit date. A late fee of 10% will apply after 30 days.
- Final visitor counts can be adjusted day-of, but please inform us of any significant changes as soon as possible.

W-9

If you require a W-9, please [click here](#).

Deposits

A deposit of 50% of total balance is due after booking and before your visit. For deposit exceptions please contact edu@ashevillescience.org.

Overpayments

Credits can be issued for overpayments of \$20 or less. Credits or refunds will be issued for overpayments of \$20 or more. All refunds for check payments will be in the form of a mailed check.

Need to Reschedule or Cancel?

To reschedule a field trip, please e-mail edu@ashevillescience.org. Please include originally scheduled date and proposed reschedule dates (3 options preferred).

If we are unable to reschedule your group, please refer to our Cancellation & Refund Policy.

Cancellation & Refund Policy

- For 100% deposit refund, cancellations must be made at least 30 days from scheduled date. For 50% deposit refund, cancellations must be made at least 15 days from scheduled date.
- For deposit refunds requested within 14 days of scheduled visit date please contact edu@ashevillescience.org.

Snow/Severe Weather/School Closure Exception

- If visit cannot be rescheduled, full deposit refund will be issued.

Travel Fee Policy

AMOS proudly provides travel to all outreach programming in Buncombe County schools and organizations for free!

For schools and organizations outside of Buncombe County, there is an .84 cent charge per mile. Mileage is based on the distance from AMOS 43 Patton Ave, Asheville NC 28806 to your school or organization's listed address.

Chaperone Policy

- During field trips, teachers/staff and parents are considered chaperones
- K-5th grade field trips must have a minimum of a 1:6 adult to student ratio
- 6th-12th grade field trips must have a minimum of 1:10 adult to student ratio
- Staff/teacher chaperones are free of charge, but parent chaperones are \$5.00 each. Parent chaperones can pay separately day of or can be included in your group's payment.
- Chaperones must be a minimum of 16 years of age, such in the case of camp groups, but we do require at least 1 adult (18 years or older) per 25 students
- All children 16 years of age, or younger must be accompanied by and under direct supervision of an adult at all times

What is a chaperone?

- Chaperones make a field trip fun and safe for the entire class
- A chaperone is at least 18 years of age, please contact edu@ashevillescience.org for exceptions
- Chaperones are responsible for supervision of students in their group including during exhibit exploration, gift shop time, bathroom breaks, and program times.
- We encourage teachers and chaperones to inform AMOS staff of any needs or concerns.