



FREQUENTLY ASKED QUESTIONS PAGE

1. What will Virtual Aquarium Adventures look like?

Participants will virtually visit all 4 North Carolina Aquarium facilities (Fort Fisher, Pine Knoll Shores, Roanoke Island and Jennette's Pier). At each facility, students will do things like engage virtually in science-based lessons, animal encounters, games, crafts and STEM activities! Aquarium educators will be online with the campers throughout the virtual camp experience so minimal parental/teacher involvement is required.

2. How can I register?

Visit <https://reservations.ncaquariums.com/pineknollshores/Info.aspx?EventID=1037> to register. Registration will open soon. We can only accommodate 15 screens per age-bracketed program so hurry to reserve your spot!

3. Are there any in-person opportunities available with North Carolina Aquariums?

All aquarium facilities will be open at a limited capacity starting September 14, 2020, but we do not have any indoor in-person educational programs at this time. Each facility may be offering a limited number of outdoor programs and virtual programming. To find out more detailed information regarding programming at each site, please visit the website for each facility.

<http://www.ncaquariums.com/fort-fisher>

<http://www.ncaquariums.com/pine-knoll-shores>

<http://www.ncaquariums.com/roanoke-island>

<http://www.ncaquariums.com/jennettes-pier>

4. Why are you not offering in-person programs?

The health and welfare of our staff and all our visitors' families is of the utmost importance to all of us at the North Carolina Aquariums. We feel that the unique nature of our indoor program experiences will not allow us to maintain proper social distancing measures that will continue to be necessary as we move through the phases of planned reopening outlined by NC Governor Roy Cooper and the CDC. While we understand that this comes as a disappointment, we value nothing more than the wellbeing of our community.

5. Can multiple kids be on a screen?

Yes, multiple kids can share a screen in one session. However, If you have multiple kids who will be using separate computers to join in, then you must pay for each camper separately.

6. Do we get multiple program kits if we have multiple kids per screen?

No, each household screen will only receive one program kit included in the price of registration. You may purchase additional kits for an extra fee if done so at the time of registration.



7. What is your cancellation policy for this virtual program?

We are happy to issue a full refund if you notify us of your cancellation 2 weeks prior to your program start date.

8. What do I need for my student/child to successfully participate in this virtual program?

You will need a computer or tablet that can connect to the video conferencing program, ZOOM. A computer with a strong internet connection will give you the best experience. Having audio and visual capabilities will also enhance the participants virtual experience.

9. Will program content and activities be different between the sessions for different ages?

Each age bracket will virtually visit a different aquarium facility and the topic and themes will generally be similar. Designated activities, games, vocabulary, and other components to the program may vary slightly between the different ages.

10. What is required of participants?

A good attitude and willingness to learn and have fun! The students/participants will be at their computer or tablet for this program, but will have numerous opportunities to get up and move around! If you have any extra craft supplies (like scissors, glue, tape, markers, etc), those might come in handy too. But we will supply you with everything that is essential in our program kits for specific activities. A more detailed list will be sent prior to the program.

11. What if I can only attend 3 of the sessions? Can I pay for 3 instead of all 4 Wednesdays?

We cannot accept partial payments. If you have to miss a session then unfortunately you will still have to pay the full price for 4 sessions in order to participate.

12. What is required of the guardian?

This program is designed to have very little supervision from the child's guardian(s), and we want to encourage guardians to allow their children to have an experience as close to an in-person program as possible. This means minimal interaction from their guardians. The only things we require of the guardians are to assist their child with setting up the virtual platform, providing any household materials that are needed for crafts or activities, providing a daily snack if needed, and supervising their child if they are asked to go outside during or after the program time. After signing up for this program, supplemental documents will be sent to the guardians with instructions on setting up the virtual platform, a list of materials needed, and a schedule that will provide snack times and outdoor times.