

Frequently Asked Questions

What days can our group come to the Museum?

Wednesdays, Thursdays, or Fridays.

School hours: 9:30 AM - 1:00 PM (**August 18, 2026 – June 15, 2027**)

Summer hours: 9:30 AM - 4:30 PM (**June 9, 2026 – August 16, 2026**)

Visits may start any time once the Museum has opened and your group has been checked in. Your visit ends when the Museum closes, no matter what time your group enters.

When do we pay for our visit?

Payment in full is due **4 weeks** prior to your field trip date.

A Deposit of **\$150.00** must be paid within **10 working days** after receiving your invoice to maintain your reservation (**\$170.00** for summer hours).

What types of payment will you accept?

Cash

Credit Cards: VISA, MasterCard, Discover or American Express.

Check: Business, school or personal check. Personal checks **ACCEPTED** for final balance **ONLY** 1 check per reservation or 1 check per group.

Send To:

Children's Discovery Museum of San Jose
180 Woz Way, San Jose, CA 95110
Attention: Reservations
Important: Reference your Order Number

Note: We **DO NOT** accept the following forms of payment on group visits: Purchase orders, Museum memberships, Passes, Coupons or other Discounts.

What happens if our headcount changes?

On the day of your visit, we'll re-calculate your final balance based on actual attendance.

(TIP): Please have your headcount ready to make your check in as quick as possible.

In case of overpayment, we'll arrange a refund.

If there is a balance due (For additional adults and children who were **NOT** part of your original payment) we ask that 1 person be prepared to pay the difference.

To avoid delaying your group's entry into the Museum, please collect additional fees ahead of time.

Can Museum members use their membership or enter differently if they are with a group?

Museum memberships will **NOT** be honored on a group reservation.

Only by checking in directly at Admissions and the adult member must be present with their photo ID. Museum members will not be included in your group count.

Where can we eat snacks or lunch?

All groups are welcome to eat their lunches in Discovery Meadow, the park the Museum is located in. **NO** food, snacks or gum inside the Museum, or in outdoor exhibits.

In case of rain, there's a covered walkway located next to the Museum that groups may use. Exceptions will be considered.

Can we re-enter?

You may exit and re-enter the Museum the same day of your visit. The adult chaperone should show their wristband to Museum staff at the door.

Can we store our lunches?

Collect your group's lunches and place them in containers (example: bins, boxes, large bags or wagons). We can store your containers just inside the front gate. Be mindful: Space is limited and is shared with other groups. **DO NOT** use backpacks or lunch bags.

Can children bring backpacks?

For safety reasons, children's backpacks are **NOT** allowed. Please leave them at school, at home, on the bus or in your cars.

Adult chaperones are welcome to keep their backpacks with them.

Will we be allowed access to all of the exhibits?

You have access to over **170 exhibits** *except* for our toddler area, The Wonder Cabinet, (**even if the children are ages 4 years or younger**).

Do you provide admission assistance?

Students who are enrolled in your school's lunch program or nonprofit organizations that provide services for low-income children may be eligible for an additional reduction of the Museum's group rate. Requests for assistance must be received by the Museum a minimum of **6 weeks (or more)** prior to your visit. Admission assistance is **NOT** available during the months of May or June. For more information, please e-mail: reservations@cdm.org

What should we expect when we arrive?

The group leader will provide the headcount to our staff. Wristbands will be provided for the adults included on your reservation. Children will **NOT** be given wristbands.



180 Woz Way, San Jose, CA 95110

(408) 673-2844

www.cdm.org

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