



Children's Discovery Museum San Jose

INFORMATION FOR YOUR GROUP VISIT

Code Of Conduct

Children's Discovery Museum Of San Jose is pleased to invite families of all backgrounds to engage in positive experiences that spark imagination and stimulate curiosity. To support positive visits, the Museum expects the following from all guests:

Be a role model for children:

Remember that you are setting an example for your children and others through your conduct in the Museum.

Respect others:

Be courteous to those around you. Please do not touch or verbally reprimand a child from another family. If you need assistance, ask a staff member.

Use positive language and actions:

Profanity, harassment, threatening language and physical interactions, abuse of any kind or other inappropriate public behavior are strictly prohibited.

Assume good intentions:

Please understand that children's play with interactive exhibits is often joyful and exuberant. This may mean that another child's play may unintentionally interfere with your child's play. Touching, colliding, and reaching for the same object may occur innocently between children.

The Museum reserves the right to refuse admission, revoke membership, control occupancy, or eject any person whose conduct is deemed by the management to be disorderly or fails to comply with the Code Of Conduct.



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Children's Discovery Museum Members

Click the link for more information on our current [Exhibits](#).

Be patient, Be respectful, and Have fun!

Previewing The Museum

If you would like to preview the Museum before your group's visit, Please e-mail your name of your school/organization your invoice Number and the date you wish to preview the Museum. A minimum of 72 hours advance notice is requested.

General Information

Group reservations are available **Wednesdays, Thursdays & 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 14, 2026)

Your visit is self-guided. We **DO NOT** provide docent-led tours.

Museum members must check in separately at Admissions. Do not include members in your group count.

Our café is back! Ask us for lunch packages options.

Water bottle refilling stations and drinking fountains are available.

Vending machines are available to purchase bottled water. Cash, all major credit cards, *Apple Pay and Google Pay are accepted.*



Preparing For Your Visit

• Museum etiquette:

- While visiting the Museum, good behavior and consideration of others are expected from the children and adults in your group.
- For safety reasons, we ask all visitors to walk while at the Museum.
- Please use the stairs instead of the elevator. If the elevator is used, children must be accompanied by an adult.
- The fire alarms are real and are for emergencies only.
- Groups are **NOT** allowed to block access to Museum restrooms or prevent other Museum visitors from entering or using them.
- Food is **NOT** allowed inside the Museum or in our outdoor exhibits, Bill's Backyard and Exploration Portal.
- Gum is **NOT** allowed in the Museum.
- Be gentle with the exhibits, they will break if they're mistreated.

Chaperones:

Chaperones **MUST** be **18 years of age or older.**

We **recommend** 1 adult chaperone for every 5 children. Adult chaperones include teachers, staff, parents or volunteers.

- You are welcome to bring more adults to help chaperone the children in your group. Additional adults will be charged our current group rate but must be included in your group count and enter the Museum as part of your group.

Chaperones are responsible for the behavior of the children they are supervising and are required to stay with the children they are supervising during their Museum visit.

Entry into The Wonder Cabinet: The area for toddlers is **NOT** included as part of your group's field trip (**even if the children are ages 4 or younger.**) Please share this information with all of your chaperones.

Name Tags/Clothes:

Children and chaperones should wear visible name tags or other identifying clothing.

Clothes may get dirty, wet or stained, please dress appropriately!

Wear comfortable shoes.

Backpacks:

Adults may carry backpacks while inside the Museum.

For safety reasons, children **MAY NOT** carry backpacks while inside the Museum. Please leave backpacks at home or at school.

DO NOT use their backpacks as their lunch bags. We **DO NOT** have the space to store their backpacks.



Lunches & Snacks

- Rain or shine, groups are welcome to eat their lunch or snack in the surrounding park (Discovery Meadow) or under the covered walkway located next to the Museum.
 - Food is **NOT** allowed inside the Museum. Groups **MAY NOT** eat inside the Museum or in Bill's Backyard or Exploration Portal. We suggest lunches be left in your cars or on the bus. If this is not an option, collect and place lunches in containers: *Bins, boxes, large bags or wagons*. Make sure your containers can be carried inside the Museum by your chaperones.
- We'll store your containers in the Museum just inside the front gate. Our space is limited to using as few containers as possible.
- DO NOT** use backpacks as lunch bags or as a container to store lunches.

Transportation & Parking

- Using public transportation:
 - Nearby bus stops and a light rail stop located next to Children's Discovery Museum are within walking distance.
 - For more information in planning your trip via public transportation, please visit <http://511.org/> or contact the local transit agency serving your area.
 - To contact the Valley Transit Authority (VTA) for Santa Clara County call (408) 321-2300 or go to <http://www.vta.org/>
- Arriving by bus and bus parking:
 - The passenger drop-off is located next to the Museum on Woz Way.
 - To access the drop-off, buses must enter Woz Way from Almaden Boulevard ONLY.
 - Buses may park in designated areas on Auzerai Avenue between (Woz Way & Delmas Avenue).
- Arriving by car and car parking:
 - Public and private parking (starting at \$7.00 per car with increased rates on high-demand days) is located within walking distance of the Museum. Children's Discovery Museum **DOES NOT** own or manage parking facilities. Parking fees are subject to change during special events without advance notice.
 - The Museum **DOES NOT** reimburse for parking fees. For additional downtown parking information, see <https://parksj.org/parking-map/lots-and-garages-list/>
 - Parking payment machines in the Woz Way lot ONLY accept credit card or text message payments.
 - The Auzerai lot has a parking attendant and is cash ONLY.
 - Nearby metered street parking is available for 2-3 hour periods, and unrestricted Saturdays and Sundays.
- Parking for people with disabilities:
 - Parking for people with disabilities is available in all lots.
 - Limited free parking is available in the drop-off lane on the Museum's west side located (Woz Way from Almaden).

When You Arrive At The Museum

Your group visit may take place during our operating hours. We **DO NOT** set an exit time for your field trip but all visitors will be asked to exit the Museum when the Museum closes for the day (may vary depending on the time of the year.)

Please be sure that all of your group has arrived before entering the Museum. Our group rate is available only for those children and adults that are present at check in time.

Your group should gather in the covered walkway or on the steps on the side of the Museum. **DO NOT** gather in front of the entrance of the Museum.

The lead teacher or group leader should check in with our staff at the front gate upon arrival. ONLY the adults who are included in your group count will be given wristbands to enter the Museum.

Have your group line up and enter through the doors to the left of our Admissions Desk unless otherwise directed. Adult chaperones must show their wristbands as they enter (or re-enter) the Museum.

We ask that the lead teacher or group leader have your group count ready. We'll need to know the number of children and the number of adults in your group.

Exiting The Museum

- Children should start to use the restroom **15-20 minutes** before the Museum closes.
- Groups should exit through the doors to the right of Admissions. If you have lunches stored, please take the children outside and ask a few of your adult chaperones to collect your lunches and join your group outside.



Payment

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

Payment in full is due **4 weeks** prior to your visit. Your payment is required to confirm your field trip. Your reservation is subject to cancellation if payment is **NOT** received by the due date or if there is a problem with your payment arriving on time, please e-mail reservations@cdm.org.

A final balance based on your group's actual attendance will be calculated at check in.

Overpayment/Underpayment: If you've overpaid, arrangements for a refund will be made when you check your group in. If there is a balance due, the lead teacher or group leader should report to Admissions to pay the difference.

Acceptable forms of payment:

Credit Card

We accept VISA, MasterCard, Discover or American Express.

If the person named on the credit card is not present, a Credit Card Authorization form must be completed, signed and turned in at Admissions.

• **Check**

We accept business, school or personal checks. Make your check payable to **Children's Discovery Museum**.

Personal checks will be accepted for the balance **ONLY**.

Payment should be made by one check per reservation.

• **Cash**

• Forms of payment **NOT** accepted:

- Purchase Orders
- Memberships
- Passes
- Coupons
- Other Discounts

Cancellation/Reschedule:

To cancel or reschedule your field trip, please e-mail reservations@cdm.org as soon as possible.

Rescheduling is **ONLY** allowed if we receive notification at least **3 days** in advance of the original field trip date. Payment is nonrefundable for rescheduled field trips. The field trip must take place before the end of **August 2027**, and be scheduled at least 5 weeks in advance.

Deposit Refund Policy:

- Your deposit will be refunded if your **CANCELLATION** notice is received **6 weeks or more** prior to your field trip.
- Your deposit **WILL NOT** be refunded if your notice is received less than **6 weeks** in advance.

Memberships:

When calculating the cost per child for your Museum visit, your school or organization may choose not to allow membership use for the children's admission. If this is your school's or organization's policy, please inform your parents before arriving at the Museum.

Parents and their children who plan to enter the Museum using their membership must check in at Admissions separately from the group by presenting their digital Membership card and photo ID.

Adult members must be present.

DO NOT include any Museum members in your group count.