

FREQUENTLY ASKED QUESTIONS

For Butterfly Pavilion Outreach Programs



**BUTTERFLY
PAVILION**

I want Butterfly Pavilion to visit my location. Where do I start?

- ***Selecting a program:***

Visit [Community Outreach - Butterfly Pavilion](#) to view available outreach programs and select the one that best fits your group's ages and interests. Any site can book a "school" or a "community" outreach; those listed under "school" are designed and regularly updated so that they are aligned to Colorado Academic Standards and Next Generation Science Standards.

- ***Can the program be done outside?***

For the safety and wellbeing of both our animals and educators, programs featuring live animals cannot be held outdoors. Many of our animal ambassadors are sensitive to temperature, sunlight, and other environmental factors. To ensure their health and comfort, all programs with live animals must be held indoors in a climate-controlled, shaded space that does not go below 75 degrees Fahrenheit and does not exceed 80 degrees Fahrenheit.

If an indoor space is not available and being outdoors is your only option, we do offer programs that do not include live animals. For these programs, our educator will simply require a shaded area to ensure a comfortable and safe learning environment. To learn more about these program offerings, please email education@butterflies.org.

Thank you for helping us provide the best care for our animals while creating a safe and enjoyable experience for everyone involved.

- ***Making a reservation:***

Click "[Request a Program](#)" and complete the request form. Have the following information ready when you make a reservation: number of students, address and contact information for the site and person responsible for payment, three choices of program dates, and scholarship needs. Once you make a reservation request, Butterfly Pavilion will reach out to you for more details as needed.

What kinds of groups can reserve an Outreach program?

- ***Any organized school or youth group is welcome to reserve an Outreach program:***

Our Outreach programs may be booked by schools, daycare centers, libraries, recreation centers, and other community locations. We do require a minimum of 10 students + 1 supervising adult for all programs.

- ***Program capacity:***

Outreach programs have a standard capacity of 30 students per session. Groups of up to 35 students can be accommodated, with an additional \$5 fee per student for each student over the 30-student capacity. Programs over 35 students require a second program to be booked. See the programs listing for details and exceptions.

What does a Butterfly Pavilion Outreach program cost?

- ***The cost of a Butterfly Pavilion Outreach depends upon the class selected:***

Visit <https://butterflies.org/learn/schools-and-youth-groups/youth-outreach-programs/> for the most up-to-date pricing for Outreach programs and for information regarding scholarships. Mileage is charged at \$0.73/mile round trip between Butterfly Pavilion and your site. Programs scheduled to begin after 5pm will incur an after-hours fee of \$25.

- ***Payment is due 15 days ahead of the scheduled program:***

We accept check and all major credit cards as payment. If paying by check, make check payable to Butterfly Pavilion and mail to 6252 W 104th Ave, Westminster, CO 80020. Be sure to include your program's Booking ID or invoice number for fastest processing. If paying by credit card, a link will be sent to you with your confirmation or please call 720-974-1861 between 8:30am-5:00pm with invoice number handy.

Please note that for their safety, our educators cannot accept payment from you directly the day of the event. Please make other arrangements for payment.

When do I need to set up a reservation for an Outreach program?

- ***It is best to reserve your Outreach as early as possible:***

Reservations are required at least three weeks before your desired program date. The busiest time of year is late spring through summer. We highly encourage groups to book during our slower times of year to help ensure your first choice program date.

What happens after I request a reservation?

- ***Butterfly Pavilion will reach out to you shortly after the request is made:***

An initial confirmation will be sent to you within one week of requesting a reservation. This confirmation will be sent via email, and will include all details of your Outreach as well as the specific date/time(s) of your program(s) and a payment link so you may pay online. Please make sure you open and read all attachments! If you don't see an initial email come through within one week of submitting a request, please check your spam folders, then email education@butterflies.org.

- ***Setting up for your program:***

Most programs require little setup. An open area for students to sit and a table for the Butterfly Pavilion educator to set down materials is sufficient in most cases, but the educator will clarify any program-specific needs during the confirmation process.

- ***Can the program be done outside?***

Please reach out to us before the program if you would like the program outside so we can let you know if this is doable. Our animals need to be at room temperature between 70-80 degrees Fahrenheit and cannot be in direct sunlight. The live animals and our educators cannot be in direct sunlight and need to be in shade.

What if I need to change or cancel my reservation?

- ***Rescheduling a reservation:***

If you have a new date and time available, we will be happy to reschedule your visit. To reschedule, please contact education@butterflies.org with your confirmation number and the new date and time you would like to visit.

- **Cancelling a reservation:**

Please email education@butterflies.org or call 720.974.1861 to cancel a reservation.

Butterfly Pavilion requires a \$50 fee for reservations cancelled within 15 days of the scheduled program: Additionally, the same fee will be applied to your organization if you miss your reservation without notice. However, for cancellations or reservation changes made before the two week mark, there is no fee.

Refunds: Guests who require a refund for overpayment or cancellations may submit a written request to education@butterflies.org within 30 days of their visit. When applicable the refund will include the \$50 fee for cancellations and rescheduling.

What if I want to add an additional program on the day of my program?

- Our educators often have other scheduled programs following your visit and may not be available to stay for additional sessions. However, if their schedule permits, it may be possible to add another program to accommodate your group or if attendance exceeds 30 students.
- Please note that any programs added on the day of your visit are subject to a **\$175 last-minute scheduling fee**.

What happens if the weather is extremely hot or cold on the day of our program?

For the safety and wellbeing of our animal ambassadors, live animals will not be transported offsite if temperatures at Butterfly Pavilion or at your program location are **above 100°F or below 0°F**. If temperatures fall outside of this range, we will work with you to determine an appropriate alternative for your program.