

## 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 <https://butterflies.org/learn/schools-and-youth-groups/youth-outreach-programs/> 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 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 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. 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 "Outreach Program Requests" 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 capacity of 30 students/session. 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. 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 104<sup>th</sup> 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

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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.**

**Butterfly Pavilion offers scholarships to Title 1 schools or other groups with 35% or more of the students qualifying for the Federal Free and Reduced Lunch (FRL) program.**

- Schools with 75% or more students on Free and reduced lunch program = Up to 40% scholarship support
- Schools with 50% or more students on Free and reduced lunch program = Up to 25% scholarship support
- Schools with 35% or more students on Free and reduced lunch program = Up to 15% scholarship support
- Upon indicating that your group is requesting a scholarship on your program request form, Butterfly Pavilion will attempt to verify your eligibility using Title 1 lists. If we are unable to verify your eligibility, we will contact you for additional documentation. Acceptable forms of documentation may include a letter on your organization's official letterhead stating that you serve a majority financial need population or other proof of FRL percentage.

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

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

Registration typically opens one to two months before the start of the semester or summer season and reservations are required at least two 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!

***• The assigned Educator will reach out to confirm within one week of your program:***

The Butterfly Pavilion Educator who will be visiting your location will contact you via the phone or email provided for a final confirmation and the exchange of any important day-of information.

***• 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](mailto: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](mailto: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](mailto:education@butterflies.org) within 30 days of their visit. When applicable the refund will include the \$50 fee for cancellations and rescheduling.