

WELCOME TO RIVERTOWN!

WHAT YOU NEED TO KNOW:

We are excited to see you and want to guarantee a safe and fun visit for everyone.

**Please review our COVID-19 PROTOCOLS below
and contact us with any questions or concerns prior to check in:**

1. We **WILL** continue to require masks of all visitors.
2. We will **NOT** take temperatures upon arrival.
3. We **WILL** sanitize and disinfect exhibits and high touch areas frequently throughout the facilities before, during and after your visit.
4. We **WILL** utilize every other seat in the planetarium theater while viewing shows which will allow a minimum of 3 feet between patrons. This aligns with the CDC's March 19, 2021 update to their organizational strategy for K-12 schools:
<https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/schools.html>
5. We **WILL** limit the group size in all facilities so as not to exceed 50% of capacity as established by the State Fire Marshal. We **WILL** encourage social distancing while exploring exhibits.
6. We will **NOT** mix general public visitors with private group reservations.
7. We **WILL** have hand sanitizer dispensers available in all facilities.
8. We **WILL** make Heritage Park available for lunch periods upon request. However, during inclement weather, groups **WILL NOT** be permitted to consume food indoors at our facilities.

Should you have any questions or special requests regarding safety measures prior to your visit, please let us know.

Check-In Checklist!

✓ PRIOR TO ARRIVAL

Prior to your visit, you will receive a written confirmation containing the following information:

- **DATE and TIME**
- **VENUES and SHOWS SCHEDULED**
- **ANTICIPATED ATTENDANCE**
- **# of GROUPS NEEDED FOR ROTATION**
- **COST PER PERSON *applies to all teachers, parents and students**

Please verify all details prior to your arrival and contact Heidi immediately if any discrepancies are noted at 504-468-7231 or hglorioso@kenner.la.us

✓ CHECK-IN

1. Check-in is at the Kenner Planetarium & MegaDome Cinema, 2020 Fourth Street, Kenner, LA (half-block off of Williams Boulevard). Buses can unload children on Fourth Street directly in front of the Planetarium building but must park in the **400 block of Williams Boulevard** during the trip. They can return for pick up in front of the Planetarium at the group's scheduled departure time.
2. If you bring bagged lunches, **DO NOT** leave them on the buses. Please remove all bagged lunches from buses at the time of check-in and store them in the lobby of the Planetarium for easy pick-up at the end of your tours. Lunch periods are weather permitting. There is no indoor space available for lunch in the case of inclement weather, so please make plans to return to school if rain is forecast on the day of your trip.
3. Upon arriving, the person in charge should enter the Planetarium lobby to deliver the final headcount and make the appropriate payment. Payment can be made via check (made payable to **City of Kenner**), cash, or credit card (credit cards incur a 3% service fee). Any NSF bank fees charged to the City will be paid by the school/group/individual issuing the check. A receipt will be issued for your records.
4. Please divide students equally into the # of groups indicated on your confirmation paperwork. Groups may assemble on the brick area in front of the Planetarium building and should wait there for a Rivertown guide to begin their tour. Please note that our facilities are not open to the general public during school visits. Visitors run the risk of being locked out if they walk away from their group. Teachers/parents should stay with students at all times.
5. The Rivertown Museums and Kenner Planetarium cannot guarantee admittance to scheduled facilities for late arrivals and cost will not be adjusted for venues not visited due to lateness.
6. In the event a student is injured while visiting Rivertown, it is the responsibility of the school's adults to tend to the student. Museum staff are only available to assist by providing First-Aid supplies, calling for assistance in the event of serious injuries, or making other phone calls that may be needed. Every injury, no matter how minor, should be reported to the museum staff and an Incident Report completed.