



Hinsdale Reservation Checklist

Preparing for your visit to the
Robert Crown Center for Health Education

Make Reservations Early

Reservations are required for all visits to the Robert Crown Center (RCC). We strongly urge you to make reservations as far in advance as possible to help ensure that your group receives the dates and times you desire. The two best ways to secure your desired class time are to reserve space prior to January 1st for the coming calendar year, or to reserve space for the following year during your visit this year. April and May dates are in high demand. In some cases school groups will be combined due to class size.

Know Your Numbers

We need to know the number of students, chaperones and teachers planning to attend; your program choice; and at least three options of dates and times.

Reserve in Person, By Phone, By Fax, or Via E-mail

By Phone:	(630) 325-1900
By Fax:	(630) 325-3970
By E-mail:	reservations@robertcrown.org

Make Your Payment

An invoice will be mailed 90 days prior to the delivery of your program. Payment is due 30 days prior to the delivery of your program. Fees not paid by the date of the program will be assessed a \$25 late fee. Payments can be made with Visa, MasterCard, American Express, Discover, school or personal checks. Fees for individual programs are available in the Program Fees area of our website. Minimum fees apply but teachers are always free of charge. Fees are subject to change.

Scholarships

To honor our mission and to serve all students, we will do our best to offer a special pricing structure to those who are unable to pay the full cost of our programs. Please submit a scholarship request by fax to (630)325-3970; by e-mail to reservations@robertcrown.org; or by US mail to Reservations, Robert Crown Center for Health Education, 21 Salt Creek Lane, Hinsdale IL 60521. All requests will be considered based on the individual school's needs and the availability of programming.

Cancellations

To reschedule or cancel your program, the Center must be notified (by mail, fax, or email) at least 15 school days prior to your scheduled program. If a 15-day notification is not received, you will be assessed a penalty fee of 50% of the cost of your scheduled program. If you must cancel on the day of your scheduled program for school closings due to inclement weather, the Center will assist you in rescheduling the visit. Please call RCC as soon as you find that your group must cancel any booking due to weather related issues.

Changes in Numbers of Students

Your attendance numbers can be adjusted up to 15 school days prior to your scheduled program. A difference of plus or minus 5 students, or 10% of the total number of students attending (whichever is greater), will be allowed on the day of the visit and will not change the confirmed fee. (No refunds.) If your numbers change either way, please let us know in writing (mail, fax, or email), at least 15 school days prior to your scheduled program, as it may affect scheduling. Your cooperation aids us in scheduling enough teachers and classrooms for your group, and ensures the quality of our presentation.

Arrival

Please plan to arrive 10 minutes before your program start time. Upon arrival, one representative from the group must check in at the front desk with a final count of all children, chaperones and teachers. While the teacher is checking in, the chaperones will monitor the students as they depart the bus and have them line up in a single file line, by class, on the front patio. All classes enter through the front door and exit the rear of the building.

Parking

Groups arriving in buses will unload at the front of the building and load in the rear parking lot. There is bus and car parking in back of the building. Buses are not allowed to park in the driveway or on the side of the building. Groups arriving in cars should park in the back parking lot.

Special Accommodations

If you require special accommodations for any students in your group, please advise us at least 60 days in advance so that we can provide the best learning environment possible. Late requests may result in an additional fee.

Creating the Best Learning Experience

Chaperones and teachers are responsible for the behavior and safety of their students. Please make sure everyone is aware that other classes may be in session and any noise in the hall is disruptive. Chaperones should stay with their groups at all times. We request all adults and students turn off cell phones during the program.

Evaluations

It is very important to us that we deliver the highest quality education at the Robert Crown Center. Our health educators will send an evaluation form via e-mail to the contact person. Please have the teachers who observed the program fill out the evaluation form and send it back to Robert Crown.

Lunch

There are no facilities on site to serve meals or store lunches. If weather permits, schools may have picnic lunches on the front lawn. We ask that you provide your own trash bag, bag all trash and deposit it into the trash and recycling receptacles in the back parking lot. All students must be accompanied by an adult at all times. If students need to use the washroom facilities, they may do so in small, chaperoned groups. If your group decides to eat or wait for their class time on the bus, please have your students walk single file along the side of the building to the front doors to line up.

Safety First

Our property borders Salt Creek. Please keep students away from the banks of the creek to avoid any mishaps. The use of soccer balls, Frisbees and other toys must be supervised closely. Avoid the west side of the property and the driveway.

Illness

Illness sometimes occurs during the programs. If you notice a child becoming ill, do not hesitate to quietly guide the student into the hallway or restroom. A teacher or a chaperone must stay with the sick child at all times. Please alert the front desk staff in case of any illness. The center maintains juice, crackers, ice packs and other first aid equipment if needed. The teacher is responsible for the well-being of the students and is the only authorized agent to request emergency care.

Photos and Video

Videotaping of our programs, or recording of any kind by our guests, is prohibited. However, RCC reserves the right to videotape class sessions for quality assessment, training, and other internal reasons. Occasionally, photographers are present at RCC during program times. Photographs taken during an RCC program will be used either by a news organization or for promotional materials for the Robert Crown Center, a not-for-profit organization. RCC keeps photos for its exclusive use and does not profit from photos taken during programs. Teachers, please make sure your children have up to date photo releases and come prepared with a list of students who are not permitted to be photographed. Every effort is made to inform you in advance if photographs will be taken the day of your visit. We appreciate your cooperation in this matter - we are proud of the work we do and at times wish to share this publicly.

We hope you have a fun and informative visit!

***The Robert Crown Center for Health Education
21 Salt Creek Lane, Hinsdale, IL 60521
(630) 325-1900***

To receive regular updates from us regarding our programming and community initiatives, please visit our website, robertcrown.org, and select "Join our mailing list."