

MAAS Mobile Schools Holiday Program

FREQUENTLY ASKED QUESTIONS

Planning your visit

How long will the MAAS Mini Lab – January School Holiday Program at I.C.E in Parramatta?

This program is presented by the Museum of Applied Arts and Sciences, in partnership with Information and Cultural Exchange (I.C.E.).

The current MAAS Mobile Schools Holiday Program will run a range of workshops from 4 January until 27 January 2017.

These workshops are only the start of the 2017 Program.

Where are the workshops located?

I.C.E is located at 8 Victoria Road, Parramatta, 2150 (Corner Villiers St)

All front desk contact details:

Phone: 02 9897 5744

Email: info@ice.org.au

Office Hours: Monday – Friday | 9am – 5pm

What are the hours of the workshops?

10am to 5pm.

Arriving: A MAAS staff member will be there to meet you 15minutes before the workshop is due to start.

Departing: The last half an hour of the workshop is open to parents or guardians to review the participants work.

Who runs the workshop?

Our workshops are taught by MAAS educators and are supervised for the entire duration, including breaks. The January School Holiday Program is designed by MAAS and draws on many years of experience running similar programs at the Powerhouse in Ultimo.

What should my child bring on the day?

1. Bring your event ticket, printed, with important information filled out.
2. Bring lunch and refreshments, including water No café is onsite.
3. Bring any medication you require, please note this on your ticket.
4. DONT bring any technology, unless stated otherwise.

Is there a café at I.C.E?

There is no café available so bringing lunch is essential.

Are food and drinks permitted in the workshop?

No food or drinks are permitted inside the workshop. Lunch is taken in an enclosed safe space. As such there is no café available so bringing lunch is essential.

Do I bring a laptop?

No, all equipment is provided for your workshops.

What happens if I miss my workshop?

Tickets are non-refundable.

It is essential that you arrive in time to enter the workshop within the time period on your ticket. If you are late, we cannot guarantee entry into the workshop.

My children are in different age groups – can they attend the same workshop?

Unfortunately the age groups are in place to ensure that everyone has the best time possible, and are grouped with other children their age to avoid injury, and to allow the trainers to run the workshops as effectively as possible.

Parents, please be aware:

1. Workshops are age-specific, please comply with the minimum age recommendation when registering for your workshop.
2. Please consider the suitability of the workshop you are booking for your child.
3. We always do our best to provide a safe, happy learning environment, however if your child is not able to participate in a meaningful way in one of our workshops, we will contact you to arrange for them to be picked up.
4. The Lab cannot refund the workshop fee if your child is dissatisfied and under the minimum age.
5. It is expected that the child will have basic computer and mouse skills.

What happens to disruptive children?

We do not tolerate bullying, aggressive or non-cooperative behaviour. If the educators feel that the safety and enjoyment of the other children is being compromised you will be called and asked to collect your child immediately. In this instance no refund or credit will be given.

Are the workshop suitable for adults?

This is a children's only workshop. There are a range of great workshops for all ages to enjoy, we have provided recommended ages for each workshop so that participants will get the most out of their workshop experience.

Can I observe the workshop?

The workshops are fully supervised throughout the day, and parents are able to attend for the last half hour of the workshop to see what has been completed as part of the session.

What happens to the participants work after the workshop?

We keep participants projects and files for a period of three weeks after each workshop. After this date these must be deleted. Please keep your own files safe.

Can I take my pram or stroller into the workshop?

Prams and strollers can be taken into the workshop however, space is limited.

Is photography permitted in the workshop?

Yes, you can take photos of your child participating in the workshop. You will need permission from the parents of other children prior to including them in your photos. We would love it if you could tag us too: @maasmuseum @ice_org_au #MAASMiniLab

Ticketing

Why should I pre-book my ticket?

We **strongly recommend** that you book your tickets in advance to avoid disappointment on sold out workshops. When a session sells out, additional tickets are not available for purchase.

Where can I purchase tickets?

Tickets are available online at maas.museum/school-holidays, over the phone (02) 9217 0222 or by emailing book@maas.museum

I am a MAAS Member. How do I purchase tickets to the workshop?

MAAS Members receive a 10% discount and should select a MAAS Member ticket when booking. This ticket has the discount applied. When dropping off your child, you may be required to show your membership card and/or photo ID as proof of your membership status.

It's easy to become a MAAS member or renew your membership online.

Can I enter multiple workshops with my ticket?

No. Tickets are only valid for the workshop you booked. To enter other workshops please book online to reserve your spot.

Can I buy tickets to the workshop on the day?

Tickets for sessions can be purchased online. Most sessions book out prior to the scheduled day. We strongly recommend that you pre-book your tickets to avoid disappointment.

Can I exchange my tickets for another date if due to unforeseen circumstances I cannot make the original booking date?

Tickets are non-refundable and cannot be exchanged, but if something happens on the day please call our MAAS Visitor Services box office on (02) 9217 0222 before your session time.

Is the workshop accessible?

I.C.E is fully accessible, with ramps and accessible toilet facilities (please note that toilets are not located within the workshop space).

Can I use my entertainment book voucher or other discount voucher for entry to the workshop?

No, discount vouchers or general admission passes (including members' guest passes) are not valid for use to enter this workshop.