



MOSAC Design Lab Maker Workshops

Frequently Asked Questions

What do I do when I arrive at MOSAC for the program?

- When you arrive at the museum, please park in the MOSAC loading zone in front of the museum to avoid parking fees (loading zone time limit is 5 minutes) and walk your participant inside. One of our education staff will be ready to greet you at a table by the front doors and assist in getting the participant signed in. Please make sure participant's waiver is submitted prior to the first program. Once the participant is signed in, our education staff will bring your camper to the Design Lab. Plan to arrive at the museum 10-15 minutes prior to the start of the program.

What if I want to stay at the museum while my participant is in the program?

- We would love to have you explore the museum while your participant is in the program! If you are planning on sticking around, you will need to pay for parking, see directions below. Please pay admission or show your MOSAC membership at the front desk. Program participants have free admission for the day after their program with their nametag.
- Parking Directions: MOSAC's parking lot is a city lot with a fee of \$6 per car. You can use the kiosk in front of the museum to pay for parking or by visiting the [PARKMOBILE website](#) or app, input the location code 6848 and check out as a guest.

How do I pick up my participant from the program?

- When it is time to pick up your participant, please park in the MOSAC loading zone in front of the museum to avoid parking fees (loading zone time limit is 5 minutes). Walk inside to the table in the lobby to sign out your participant. Our education staff will check your ID and have you sign out your participant. All photo ID's will be checked to ensure the safety of all participants.
- Participants have free admission for the day after their program with their nametag. If friends and families want to stay and explore, they must pay admission.



What should my participant wear to the program?

- Please dress safely and appropriately as participants will be working with equipment. Participants should wear long pants and closed-toed, closed-heel shoes (croc's are not acceptable) with socks that protect the ankle. Long hair must be tied back. If participants are not dressed according to these guidelines, they may not be able to participate in all aspects of the program.

What should my participant bring with them to the program?

- A reusable water bottle with closeable lid is recommended. Food and other drinks are not permitted in the Design Lab.

What should my participant not bring to the program?

- Our focus will be on the Design Lab Program, safety, and creativity. Cell phones or any other electronics should stay out of sight for the entirety of the program. If they become a distraction, our instructors may place the electronics in a safe place until pickup. We are not liable for any missing or damaged personal items. No food is allowed in the Design Lab, any beverages must have a secure lid.

How can I prepare for the first day of the program?

- We want everyone to have a fantastic experience in our workshops. To make sure your participant has a smooth first day, please submit all waivers ahead of time. Participants will not be admitted without a waiver on file. An electronic submission form and hard copy of the waiver will be sent via email prior to the first day of the program.

What if my participant requires special accommodations or accessibility needs?

- Please contact Reva, Registered Programs Lead, at rchadha@visitmosac.org if there are any special accommodations or accessibility needs our team should be aware of.



What are MOSAC's Covid-19 Guidelines?

- MOSAC follows policies reflected in county and state ordinances. Currently, masks are not required. We will encourage the best health and safety practices for all participants.

What is the cancellation or rescheduling policy?

- If you must cancel your Design Lab Maker Workshop, it must be done in writing with our cancellation and rescheduling form. Form can be completed electronically by [clicking here](#), or a hard copy can be found on our website and emailed to registeredprograms@visitmosac.org. If the form is submitted more than 2 weeks prior to the first day of the program, you will receive a 75% refund. After this time no refund will be issued. Please note that programs are limited at this time and we cannot guarantee the option to reschedule.

Questions? Call us at (916) 674-5000 or email us at registeredprograms@visitmosac.org.