

Teacher Field Trip Survival Guide



ARRIVAL INFORMATION

Your group must check in and process payment **15 minutes before** your scheduled tour in order to receive the full tour and programming. Please plan your arrival accordingly.

- Upon arrival, please have a group leader check-in at the Gate House. Keep your group outside, waiting on the bus.
- Please have the following information:
 - + Payment balance. One complete form of payment is due upon arrival (cash, check or credit card).
 - + Number of students and adults in your group.
- Students and chaperones must wear name tags at all times while on the grounds.
- A Mission Ambassador will escort your group from the bus inside the Mission. Mission Passports will be given to all students. Ambassadors will review safety guidelines with the group.

Running late to your tour? Please contact Guest Services at (949) 234-1314 with estimated time of arrival.

PARKING - SEE MAP ON PAGE 12

- No bus parking is permitted on Ortega Highway or in front of merchant storefronts located on Camino Capistrano.
- Free parking is available in the lot located on El Camino Real and Ortega Highway and in the parking structure on Verdugo Street. Street parking is also available.
- Vehicles blocking driveways will be towed.

GENERAL INFORMATION

Mission House Rules

- Mission grounds are historic and uneven. PLEASE WATCH YOUR STEP.
- Smoking, vaping, and alcohol are not permitted onsite.
- Please do not chew gum onsite.
- Do not climb, stand on, or write on historic walls, arches, or fountains.
- Please respect all animals and wildlife on the grounds, including lizards and fish.
- Please put trash and recycling in designated bins.
- Do not sit on the Ruins of the Great Stone Church.

GENERAL INFORMATION

Free Wi-Fi

Join the MissionWiFi network for free Wi-Fi during your field trip, in designated locations.

Exhibit Manners

Please ask your students to not touch historic artifacts or works of art. Food and drink are not permitted in our exhibit spaces. Please do not use flash photography in exhibit areas or the Serra Chapel.

Photography and Drone Policy:

Photography and video for personal enjoyment is encouraged. Photographs and videos are for personal use only and may not be sold. To ensure a positive and safe experience, the Mission prohibits the use of drones over its private property. All visitors to the Mission are advised that their photo may be taken while onsite for promotional purposes. Attendance at the Mission implies consent.

GUIDED TOUR INFORMATION AND DIRECTIONS

Docent Guided Tours:

- Teachers please divide student groups evenly, no more than 25 for the allotted docent guides. Chaperones are not included in these groups.
- Please assign one teacher or parent chaperone for every 10 students.
- Tour duration is one hour.
- Late arrivals of more than 30 minutes are deemed “no show” and are subject to cancellation with no refund.
- Docents are volunteers, please ask them to speak louder if you cannot hear them.

Audio Guided Tours:

- Please assign one teacher or chaperone for every 10 students.
- Teachers and chaperones must check-out and distribute audio players to their groups.
- Teachers and chaperones are responsible for damage or loss of audio players in their group’s possession.
- Tour duration is 1.5 hours and may be checked out for 2 hours.
- Teachers or chaperones must collect and return audio players to staff after completing the tour.
- Late arrivals of more than 30 minutes will automatically cancel an audio guided tour if audios are not available.

Frequently Asked Questions

Can you remind me of our schedule? Please refer to your emailed confirmation for your schedule. Can't find it? Please check your junk mail as it frequently can be found there. Still can't find it? Feel free to contact the Group Bookings Department at (949) 234-1306 or bookings@missionsjc.com for additional questions.

What do we do with our lunches and when is lunch? Upon arrival, please let Guest Services staff know if you plan to eat onsite. They will help you store your lunches in our wagons. You are free to have lunch anytime around your field trip schedule. All picnic lunch areas are available on a first come basis. Once you confirm your lunch details with our staff please be sure to communicate to all your adults the time and place of your lunch.

What do we do for check-in/arrival? Please be sure to check-in at least 15 minutes prior to your program's start time. Please consider an arrival time that allows for bathroom use by students during check-in, before tour or program start times. Please have only the lead contact person check-in with an accurate and final break down count of all attendees (example: Teachers: 4, Chaperones: 10, Students: 100, Adult Guests: 5). All other teachers or chaperones will attend to the students. Please come prepared with any unpaid balance payment.

Do we owe any money? Please confirm before your field trip arrival what payments have been received. You are responsible for resolving any unpaid balances (including parent fees). In order to expedite the check-in process please plan accordingly.

Are the students allowed to bring in backpacks, phones, or cameras? Yes, the Mission is always "camera ready." Please also keep in mind we are open to the public and we encourage everyone to manage their valuable belongings.

What happens if we are late? Please be sure to arrive and check-in 15 minutes prior to any program start time. Any late arrival will result in lost or shortened programming without refund. If you will be more than 15 minutes late, please call the Group Bookings Department at (949) 234-1306 or Guest Services at (949) 234-1314. We try to accommodate the best we can for late unplanned arrivals but cannot guarantee program availability.

Are parents free? How many parents are allowed to come and how much do they cost? All adult guests outside of designated chaperones should be planned and accounted for. The Mission allows a 1:10 ratio of **FREE** chaperones to students. Any additional adult or parent guests must be included on the reservation upon booking and will be subject to field trip fees. Always confirm Mission availability with Group Bookings for any adjustments to an existing reservation. All adults (parents, grandparents, guardians, etc.) are considered either chaperones or paid field trip guests and will receive stickers upon check-in noting them as such. Stickers indicate they are approved for field trip attendance. In accordance to our commitment to student safety, any adult without a sticker will be asked to leave the group. Please refer to your emailed current confirmation invoice for paid adult guest pricing,

How many docents do we have? Please refer to your final confirmation email that you received approximately one week prior to your reservation date. Can't find it? Please check your junk mail as it frequently can be found there. Still can't find it? Want this detail sooner than one week out? Feel free to contact the Group Bookings Department at (949) 234-1306 or bookings@missionsjc.com for additional questions.

Where do school buses park or unload? Bus unloading/loading is located on Camino Capistrano in the yellow curbed designated area (see map on page 12). Buses will be asked to relocate after students disembark. Please keep students on the bus until directed to unload by staff. Please have a way to contact your bus driver when you need to leave.

What time do we have to leave the Mission? You are free to stay onsite until our closing time. You are responsible for managing students and parents following your tour or programming. We invite you to visit the Mission Store as you exit. All teachers receive a free Mission Preservation Society individual membership if they bring their students to the Mission Store or Cart.

“Exceptional! So beautiful and peaceful. Kids had so much fun and it all **tied in with their learning.**”
Teacher – Springbrook Elementary School

Safety Information

We are committed to fostering an environment based on our core values of **service, stewardship, safety, and guest experience**. In an effort to make sure all of our field trip experiences are the best that they can be, please share the following information with your chaperones, field trip guests and students. Thank you for doing your part to make this a wonderful day!

Mission Manners - Behavior Code for Students

- Listen respectfully when a staff member or volunteer is talking.
- Stay on the walkways.
- Stay with your teacher or chaperone at all times.
- Walk; don't run. Historic grounds are uneven, be safe!
- Be respectful of the historic site. Please do not lean, stand on, climb or touch fragile walls, benches, or fountains. Don't sit on the Ruins of the Great Stone Church or stand on the fountains.
- Keep all hands, feet and objects out of the fountains.
- Use indoor voices inside buildings.

Mission Manners: Behavior Code for Teachers and Chaperones

- Set an example for students by listening when staff or volunteers are speaking.
- Keep your students with you at all times and do not let them wander.
- Turn off or mute your cell phone during your tour.
- Help manage students who are having attention or behavioral issues.
- Let us know of any concerns immediately. Utilize our **FREE** safety radios if you have questions.
- Please make sure students are being respectful of the Mission by not leaning, standing on, climbing or touching fragile walls, benches, or fountains. We appreciate your help!

Field Trip Chaperone Policy

NEW! As part of the Mission's dedication to safety, we changed our chaperone policies to require stickers to designate chaperones and paid field trip guests. View page 6 for more information.

Emergency and Safety Information

All teachers and/or chaperones will be given a free safety radio to use during the field trip in the event of a **medical or safety emergency**.

Emergency and first aid kits are available, as noted on the map on page 12. The most accessible kit is available in the Gate House.

For emergencies, dial 9-1-1. Our physical address is 26801 Ortega Highway, San Juan Capistrano, 92675. Please notify Guest Services of any incident, accident, or emergency as soon as possible. In case of a fire or earthquake, exit through the Gate House as noted on the map on page 12.

Students with special needs and accommodations

The Mission is committed to being a place of inspiration, education, and preservation for all people. Please let us know if you have any students who need special accommodations.

For students in wheelchairs or walkers, please ask Guest Services staff for our **FREE Accessibility Map**. Be sure to note the accessible restrooms. Mission grounds are rough and irregular. Due to the site's historic nature, some areas and museum rooms are not wheelchair accessible, including the 18th century South Wing. However, the Audio Tour stops can still be accessed remotely.

Companion assisted restroom facilities are available in addition to facilities designed for access by guests in wheelchairs and walkers as noted on the map. Family restrooms and changing tables are also noted on the map on page 12.

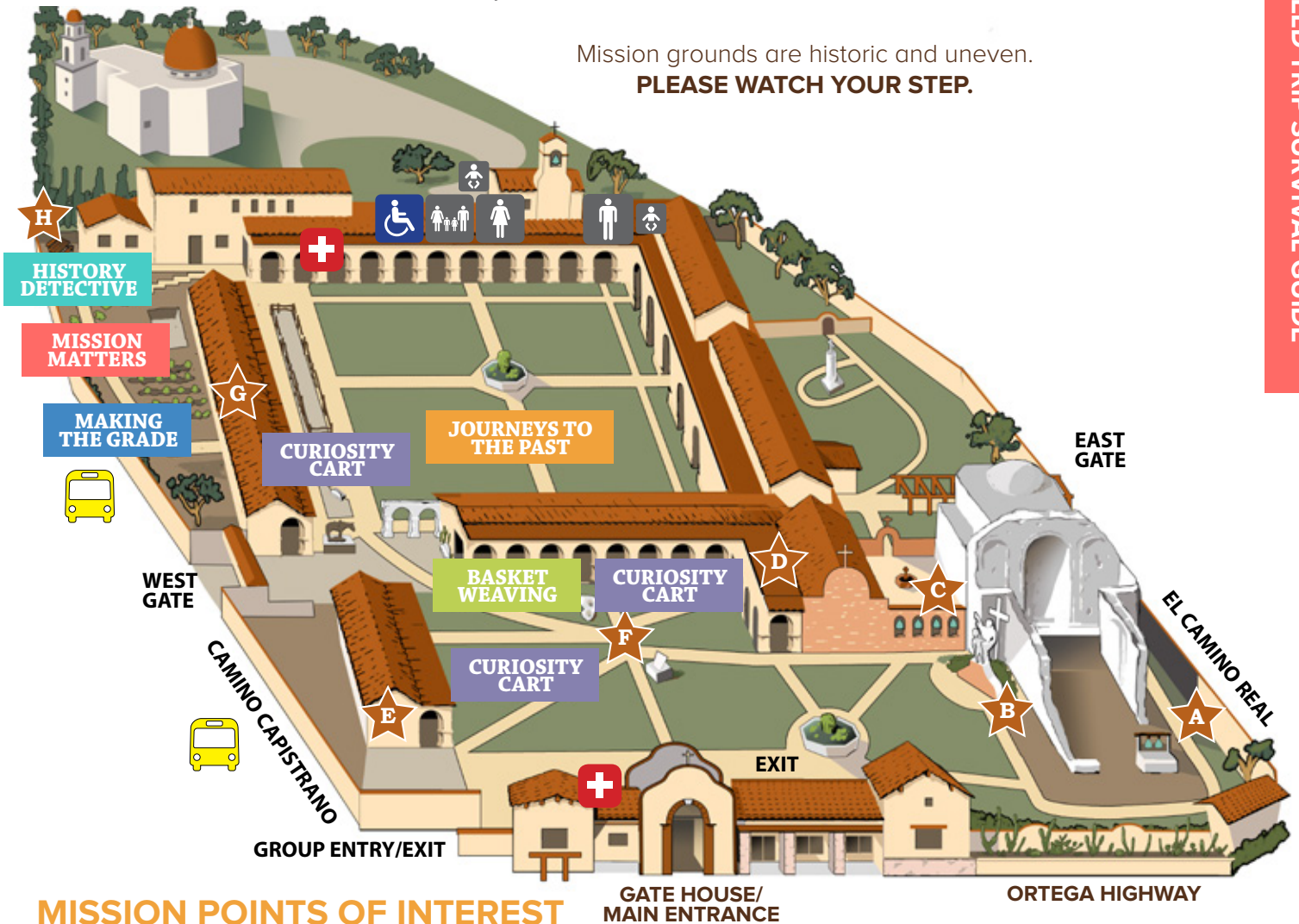
For students who are hearing impaired, please let staff know when booking your field trip. We have **audio transmitter devices** that can be used during any guided tours or education programs.

Service animals such as a guide dog for the visually impaired are welcome at the Mission. No other pets are allowed.


Map of the Mission

As of July 2019







Mission grounds are historic and uneven.
PLEASE WATCH YOUR STEP.



MISSION POINTS OF INTEREST

- A** Original Bell Tower Display
- B** Statue of Saint Serra and the Native American Boy
"Coming of the Two Cultures," 1914
- C** Sacred Garden
- D** Historic Sala/Legacy of Saint Serra Exhibit/Welcome Video/Penny Press
- E** The Irvine Museum Art Exhibit/Welcome Video
- F** Native American Grinding Stone
- G** Mission Clubhouse: Hands-on Activities
+ Penny Press Machine
- H** Free Picnic Area (watch steps)
-  Bus Loading

CLASS LOCATIONS

-  Making the Grade - Discovery Cube, Orange County/LA
-  Mission Matters - Mission San Juan Capistrano
-  Journeys to the Past - Jacque Nunez
-  History Detective - Lunchtime Learning
-  Curiosity Cart (Tuesdays and Thursdays)
-  Native American Basket Weaving (1st & 3rd Wednesdays)