

FAQ- SCHOOLS

1. How can I place an order for a school?

- Complete the online school ticket order form to register for tickets, purchase passports, and submit your bus schedule. This form allows you to pay by credit or you can mail in a check.

2. Can we reserve tickets ahead of time using a purchase order?

- NO. The only way your tickets are reserved is if we have received payment for them. You can pay using a check, money order, or Visa/Mastercard. Please do NOT mail or fax incomplete order forms or orders lacking payment. Incomplete order forms received will not be kept, and will not reserve a spot for your group. Please request a check from your school well ahead of time.

3. Does the Festival of Nations offer financial assistance to school groups?

- At this time, the Festival does not offer financial assistance to school groups. However, we can recommend the Target Field Trip Grant program, which awards \$700 to recipients. The submission period is open from August–October.

4. I need more tickets than I originally ordered. Can I purchase more tickets at the door?

- Yes, although only for a few additional students. Once the Festival begins, only the RiverCentre Box Office in the Kellogg Lobby will be able to handle or accept ticket inquiries and payments. Students will still be \$8.00, but adults will be \$13.50 on the day of the event.

5. Can we buy tickets for the whole group at the door?

- No, all school orders which require a bus for transportation to and from the Festival **MUST** order their tickets in advance. We mail out signs for the bus windows, with pick-up and drop-off times, and decide which entrance you will be dropped off at. The St. Paul Police direct all traffic entering the streets surrounding the Festival of Nations, and buses without signs will not be allowed to pass through.

6. What if I ordered more tickets than I have students who can attend?

- Refunds are available through April 5th, 2019, less a 15% handling fee. We urge teachers to order fewer rather than more tickets since additional \$8.00 student tickets can be purchased at the RiverCentre Box Office located in the Kellogg lobby on the day of the event. AND you may always save them for next year! No refunds will be issued past April 5th.

7. Can my students bring bagged lunches if they wish to do so?

- Yes, students can bring bagged lunches.

8. Is food included in the ticket price?

- NO. Ticket prices include entrance to all areas of the Festival, but any food or merchandise must be purchased separately.

9. How much money should I recommend my students bring?

- We recommend that students bring \$5-\$15 for food as this will allow them to sample items from the different Cafés. Items in the Bazaar vary in price from \$5 to \$50.

10. Where do our buses park once our group has been dropped off?

- There is an off lot listed on your bus information sheet. Buses can also park for free at the International Institute of Minnesota although there is no shuttle service to the Festival from this lot. If bus drivers declare themselves at the Teacher Information Booth in the Kellogg Lobby, they will receive a complimentary ticket into the Festival.

11. Are wheelchairs available for rental?

- YES. The RiverCentre Box Office has a number of wheelchairs available for rent on a first-come, first-served basis. There is no cost to rent them, but a photo ID must be left at the box office until the wheelchair is returned.

12. Can students bring backpacks and bottled water?

- YES. Students are allowed to bring anything they need as long as they can carry it.

13. What are “Passports”?

- They are a mock version of the real thing, with blank spaces inside. Each educational Exhibit has its own stamp pertaining to the ethnic group it represents. When a student visits this exhibit, they can get their Passport stamped, showing that they were there and can take it home as a souvenir. They are available in advance or at the Festival for \$1.00.