FREQUENTLY ASKED QUESTIONS:

SPY Virtual Field Trips Include:
- A test call prior to the program to ensure that the connection is viable.
- An e-mailed pre- and post-program activity packet with supporting materials for the program.
- A unique, interactive program ranging from 30-60 minutes.

Payment:
- The International Spy Museum requires payment 48 hours prior to the program.
- Reservations are confirmed upon receipt of full payment.
- The Museum accepts checks, Visa, MasterCard, Discover or American Express.
- If paying by credit card please call 202-654-0933.
- If paying by check, make it payable to International Spy Museum and mail to:

  International Spy Museum  
c/o Lucy Stirn  
800 F Street, NW  
Washington, DC 20004

If payment cannot be submitted prior to the program, please e-mail lstirn@spymuseum.org.

Technical Requirements:
The International Spy Museum can connect via IP or ISDN, as well as with the cloud-based platform, Zoom. SPY has a Zoom account and can send the school/connecting site the URL to enter the "room."

To have the highest quality experience with our virtual field trips, we suggest the following technical specifications:

- A camera and microphone that can transmit audio/video from your classroom to our Museum.
- Speakers to hear the workshop in your classroom.
- A television or projector/screen that can project the video feed from the Museum (this is only needed if you do not have videoconferencing equipment).
- (OPTIONAL) A videoconferencing system that processes and compresses the outgoing and incoming signals (popular videoconferencing systems include: Tandberg, Polycom, and LifeSize).
• If you are unsure if your location has videoconferencing capabilities, contact your technology staff to see what is available for you to use.

Cancellation and Refund Policy:
• The International Spy Museum will provide a full refund for a program that is cancelled via e-mail notice at least two weeks prior to the program. Please e-mail lstirn@spymuseum.org.

• The International Spy Museum will not provide a partial or full refund for programs that are cancelled less than two weeks prior to your scheduled program.

• If the International Spy Museum has to cancel a program for any reason, a full refund will be provided to you or you can reschedule the program with no penalty.

• For programs cancelled due to weather-related issues, the International Spy Museum will allow you to reschedule the program with no penalty. If the Museum is unable to reschedule the program, then a full refund will be issued.

Questions:
Please contact Lucy Stirn at 202-654-0933 or lstirn@spymuseum.org.