

California Science Center Foundation
Membership Frequently Asked Questions Regarding COVID-19 Closure
Updated April 8, 2020

With the closure of the California Science Center due to the COVID-19 pandemic we are sincerely grateful to have the support of Members like you during these unprecedented times.

- **What will happen to the California Science Center’s animals during the closure?**
The Science Center’s living collections team will continue to provide on-site animal care and operate critical life-support systems in the [Ecosystems](#) exhibit wing, including the [Kelp Forest](#) with leopard sharks, garibaldi and bat rays; and the [Extreme Zone](#) with scorpions, tortoises and chuckwallas.
- **Why is the California Science Center closed?**
The health and welfare of our community—including guests, staff, volunteers and neighbors—is a top priority for the California Science Center. Accordingly, the California Science Center has closed temporarily. The closure includes all Science Center exhibitions, IMAX films, events and programs. Learn more about the [California Science Center’s COVID-19 response](#).
- **How will current Memberships be affected?**
The California Science Center Foundation has extended all Memberships expiring in March and April for 30 days. IMAX or other vouchers that expire during the museum’s closure will be honored when the Science Center reopens to the public. For more information, please contact the Membership Department at member@cscmail.org or (213) 744-7504
- **What if I have already purchased IMAX or exhibition tickets?**
The California Science Center is offering a flexible rebooking and refund policy to current IMAX and exhibition ticket holders. Members who purchased IMAX or exhibition tickets prior to the Science Center’s closure and would like to reschedule their dates of attendance or request a refund should call the Reservations Department at (213) 744-2019 between 8:00 a.m. and 5:00 p.m., Monday through Friday.
- **Will Membership events be rescheduled?**
As of now, all California Science Center events are canceled. To the best of our ability, we will reschedule Member events that were affected by the closure when feasible. Once the Science Center reopens to the public, we will continue to deliver engaging programs and experiences for our Members. Meanwhile, we are also pursuing online science learning opportunities for Members.
- **Will the California Science Center offer science learning opportunities during the closure?**
The California Science Center aspires to stimulate curiosity and inspire science learning for everyone [Stuck at Home Science](#) activities, a resource designed for families to explore, investigate, and learn together without ever needing to leave the house. All activities use easy

to find household supplies, and are appropriate for a variety of ages. This web resources is updated with new activities every weekday at 10:00 a.m.!

During the closure, Members will receive special insights into Stuck at Home Science and other science learning resources.

- **Will the Science Center provide updates to its Members regarding the temporary closure?**
Yes! The Science Center will keep museum Members informed of any relevant changes in our status with emails and with updates on our website and through [Twitter](#), [Facebook](#) and [Instagram](#).