

Frequently Asked Questions: Children's Classes at The Met

Registration and Arrival

How do I register?

All registration takes place online. Due to high demand, and to ensure a fair experience, you will join a virtual line to register. You may view specific class descriptions, instructors, dates, times, and associated fees, and follow links to registration at metmuseum.org/childrensclasses.

Museum Members at the Family level and above receive priority registration and a 15% discount. Corporate membership and Members at the Individual or Dual levels are excluded from priority registration and/or discount.

What is your cancelation policy?

There is a month-long "registration period" beginning the day Member registration opens. During this period, you may contact the Family Programs team at 212-570-3961 or familyprograms@metmuseum.org to exchange or cancel a class. Classes remain "on sale" during this period. The waitlist opens online at the end of the registration period.

Refunds may be issued up to two weeks prior to the first class session, subject to a \$25 processing fee. One week prior to the first class, a maximum refund of 50% of the full cost of the class is available. Refunds are not available closer than one week prior to the first class session or during the semester.

Please note that we are unable to prorate classes; you must purchase the entire course at the time of registration.

If you must cancel less than one week prior to the first day of class, please call 212-570-3961 or email familyprograms@metmuseum.org.

How will the Museum communicate with me regarding my child's registration?

Upon registration, you will receive an automated confirmation email and receipt of your purchase. In the weeks before the class begins, you will receive a detailed email from Family Programs with all information pertinent to the classes.

In the unlikely event that one of our teaching staff has a personal emergency and class is cancelled on short notice, we will notify all members of the class via email.

Where should my child meet their instructor and class each week?

Please see your confirmation letter for class locations. We will email you at least a day in advance of class with updated information if the location changes.

What does my child need to bring?

The Museum provides all art materials. Instructors may occasionally ask children and families to bring in items for inspiration or sharing. The Museum is not responsible for personal items left in the galleries or classrooms. Children can bring their own EpiPen if they know how to administer it to themselves. If a child cannot administer their own EpiPen, their caregivers should accompany the class.

How should my child dress for their class?

If your child is enrolled in an art-making class, we encourage them to dress for mess! Temperatures vary throughout the Museum, so your child may wish to bring a sweater.

What happens if we are running behind schedule and my child is late?

Instructors and assistants will make every effort to introduce children to instructions or activities they have missed. If you arrive later than the designated drop-off period, and the class is already in the galleries, please look for signs on the classroom door indicating the gallery to be visited that day and escort your child to the group.

What happens if my child is absent from a registered class date?

We are unable to provide make-up class dates or prorated refunds for children who cannot attend a class. Please contact your instructor in advance if you can't make a class. In the unlikely event that the Museum cancels a class date, a make-up date will be scheduled and communicated in advance.

My child's class is a drop-off program. Where should I wait?

You may visit the galleries. Please ask the instructor for an admission ticket if you are not a Museum member. Please meet your child in the designated location at the end of each class session. If your child is 10 to 12 years old and is permitted to walk home alone after class, please email familyprograms@metmuseum.org to confirm.

Class Policies

May my child bring snacks to their class?

Please arrange for snack time before and after classes. For the safety and consideration of other attendees, we ask that children and families do not bring food or drink to class sessions. A metal or plastic reusable water bottle is allowed, though glass containers are not permitted. Children can bring their own EpiPen if they know how to administer it to themselves. If a child cannot administer their own EpiPen, their caregivers should accompany the class.

What is the behavioral policy?

The Museum strives to create a safe, fun learning experience for all children in our programs. We expect students to be respectful and kind at all times and always follow safety and behavioral rules given by class instructors and Museum staff. If a problem arises, instructors will first review rules and the situation with the student, and follow up with the parent or guardian if the problem is not resolved. The Museum reserves the right to withdraw a student from a class due to behavioral concerns.

May my child bring a friend or sibling to their class?

Class is limited to those who are enrolled. No additional children may join any of the class sessions.

What happens to the artwork my child creates?

Participants will take home all artwork created at the Museum. Class instructors may request that artwork is kept safe at the Museum until the last day of class. If your child misses the last day of class, Family Programs will hold it for two weeks and arrange a collection time with you. Artwork not collected after two weeks will be discarded.

Health and Safety

What should I do if my family is ill?

Please keep your child(ren) home if you or your family is feeling sick. We are unable to provide make-up dates for missed classes, but please let us know if your child will be absent by emailing familyprograms@metmuseum.org.