NYU COLLEGE CONNECTIONS PROGRAM POLICY

SCHEDULING POLICY:

- Due to a high demand for middle school visit request, we recommend submitting a request, at least six weeks in advance. If the date requested is unavailable, you may be provided with an alternative date to accommodate your request.

- A 10:1 student:chaperone ratio is required for all visits. Group visits that exceed more than 20 guests must have at least 2 chaperones present. If a request submitted does not adhere to this policy, you will be notified before your request can be approved.

- Groups that require accessibility arrangements are required to contact the Moses Center at mosescsd@nyu.edu or 212-998-4981, at least one week prior to your group tour date.

- To confirm your middle school visit, you must submit the registration form at least 72 hours prior to your visit date. Due to high demand, not providing students’ full name and date of birth will result in a release of your reservation date.

CHAPERONE EXPECTATIONS:

- All chaperones must be 21+ years old; High school students are not permitted to act as chaperones in the absence of an adult.

- Chaperones are expected to oversee all students in attendance, ensure that guests in your assigned group are within a line of sight and manage the behavior of attendees to ensure a respectful, responsible and safe experience for all guests.

- Chaperones are asked to refrain from cell phone usage so that they are fully attentive to the attendees in their group.

GROUP VISIT EXPECTATIONS:

- Groups are expected to arrive 10 minutes before the session begins.

- During the tour, guests are expected to remain with their group, behave respectfully and remain attentive to their guides.

- As a liability issue, NYU staff cannot hold onto any personal belongings. Our staff is not responsible for lost and/or stolen items.

- Lunch is not provided during this visit and cannot be accommodated on behalf of the Office of Undergraduate Admissions.

GROUP VISIT CHANGES & CANCELLATION POLICY:

- Once your visit date is confirmed we cannot make edits. If you need to change the date of your scheduled visit, please cancel your current visit and complete a new request form.

- Due to a high volume of requests, Group visits must be cancelled at least 3 weeks prior to the confirmed date. If you fail to cancel your visit or are deemed a “no show” the day-of. It will be at the discretion of staff to determine availability to reschedule your group.

- For delays: please contact us at middleschool.visits@nyu.edu immediately. You are allotted a 15 minute grace period (special cases excluded) to arrive or notify a staff member before your visit is automatically cancelled.

HOW TO CANCEL A RESERVATION:

- A cancellation link is provided in all confirmation emails at the bottom of the page. Select this link for an immediate cancellation.