



Upstate Play Partners Guidelines and Agreement

For Partner Organizations & Staff

Updated: September 16th, 2023

Required documents to send after completed application:

- Completed Application
- Organization's 501c3
- List of current Board of Directors' names and place of business

What is the purpose of the program?

The Upstate Play Partners (UPP) program exists to allow at-risk, under-served, and special needs children the ability to visit the museum with their caregivers without cost.

The intention of the program is to encourage family time and hands-on learning together in support of the museum's mission: Ignite a community of compassionate problem solvers through intentional and inclusive play.

How are tickets awarded?

Tickets are distributed to UPP partner organizations once a year based on the usage history amount, TCMU's amount of available funds, and successful application completion.

A successful usage rate is defined as a redemption rate of 70% or higher per year. Ticket availability is contingent on funding, which the museum secures through individual and corporate donors.

Each organization is responsible for determining its own distribution policy to its clients. Some organizations choose to make the tickets a reward for successful progress in or completion of a program. Others allow direct service providers (caseworkers, therapists, etc.) to pass out tickets at their discretion. Partner organizations have the freedom to develop a distribution model that best fits their needs, including when and how to distribute their ticket allotment.

If most tickets allocated will be used at a specific time of year, please communicate with TCMU, as well as if the organization needs more tickets before the end of the year.

Who has TCMU partnered with in the past?

TCMU partnered with the following Upstate Service Providers:

- A Child's Haven
- Big Brothers Big Sisters Greenville
- Big Brothers Big Sisters Spartanburg
- Easter of Seals SC
- Fostering Great Ideas
- Greenville County DSS
- Greenville County Foster Parent Association
- Hispanic Alliance
- Homes of Hope
- Nurse Family Partnership Prisma
- The Family Effect- Serenity Place
- Safe Harbor
- Upstate Fatherhood Coalition
- YouthBASE

Questions about Ticket Management

How are tickets distributed?

- Physical tickets will be mailed to the organization after the organization has been approved to the program. All tickets will be valid until the last calendar day that the museum is open for business.
- Organizations may email to check how many tickets have been redeemed so far.

How do we use the tickets?

- Each ticket is good for 1 day admission to the museum for one individual.
- For groups of 15 or more, all partner organizations must reserve the visit date with TCMU's UPP please contact
 - Greenville: Lindsey Lusk via email – llusk@tcmupstate.org
- For groups less than 15 – please come to the admissions desk the day of your visit – make sure to bring your physical ticket copy for validation. For groups larger than 15, please inform your UPP contact so the museum can prepare for your visit and bring your physical tickets upon arrival.
- Any surplus guests must be paid for upon entry.

Who needs a ticket for TCMU entrance?

- Every person age 1 and up needs a ticket for TCMU-Greenville entrance.
- TCMU counts individuals 16 years old and over as adults.
- Required ratio: **the museum requires at least one adult per every 5 children**
- For security purposes, adults may not enter the museum unaccompanied.

How do we get more tickets?

- The organization will be assigned a specific number of tickets at the beginning of the year. You can call us or email us at any time to see how many tickets you still have left.
- Your organization must use at least 70% of tickets per year to remain in the program. Eligibility decisions will be made in December prior to each calendar year.
- **Un-used tickets do NOT roll forward/accrue.**
- If your organization requires more tickets than you currently have, please contact the Community Engagement Manager, Lindsey Lusk (llusk@tcmupstate.org).
- **Remember, tickets are available contingent on funding.**

Can we use the tickets for a field trip?

- Yes, but the 5:1 child to adult ratio must be met upon entering the museum. Groups will not be admitted until the quota is met.
- If the group size exceeds the allotment, organizations must pay for the additional attending persons at the group adult rate. Please contact the Community Engagement Manager with questions.
- Please contact the Community Engagement Manager to book a field trip. They will connect you with the Field Trip Coordinator.

Can staff members use tickets?

- Yes, in certain circumstances:
 - The staff member is attending the museum as part of his/her job duties (e.g., a therapist attending with a family to practice skills).
 - The staff member is serving as a legal guardian for the children attending (e.g., a group home worker bringing residents).
 - The staff member provided transportation for the family to visit.
 - The staff member is supervising the visit.
 - A “community day” was planned and staff members are needed to reach the museum’s 5:1 ratio.

Please contact the Community Engagement Manager if a situation arises that you feel meets these requirements but is not listed.

- Staff members may not use a ticket in the following circumstances:
 - As part of a fundraiser or auction, you may request one family 4-pack per year by visiting the following website: <http://www.tcmupstate.org/community-giving-request-form/>
 - When visiting as a general patron for recreational purposes or with his/her family (i.e., not as part of his/her job duties)

Partnership Agreement

By receiving Upstate Play Partners tickets, all partner organizations agree to abide by the above policies.

Organizations that demonstrate a disregard for these policies may potentially lose their tickets and/or not be invited back to the program.

Please note that if no more than 70% of tickets are redeemed in one calendar year, the organization is subject to 'inactive' status whereupon reinstatement of Upstate Play Partners partnership is contingent upon program capacity.

If you have any questions or concerns, please contact the Community Engagement Manager:

Lindsey Lusk

Community Engagement Manager

llusk@tcmupstate.org

Direct: (864) 553-7928

Thank you for being an Upstate Play Partner in 2023 and serving our communities in the Upstate!