

Upstate Play Partners Guidelines and Agreement

For Partner Organizations & Staff

Updated: November 14, 2025

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.

Upon distribution of their tickets, the organization must notify its clients that the tickets expire at the end of the calendar year. TCMU encourages organizations who make their own ticket to include the expiration date when creating vouchers.

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.

Questions about Ticket Management

How are tickets distributed?

- Each organization will receive an account number. When families want to come to the museum, they will need to be provided with said account number so they can tell our Guest Services team they are attending on behalf of your Upstate Play Partner organization.
- Organizations can create vouchers to help keep track of how many "tickets" they have given out. Please list the organization's account number on any custom tickets created & include an expiration date of December 31, 2026.
- Organizations may email TCMU's Upstate Play Partner contact 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 fill out the following form: [UPP Group Visit Form](#) so TCMU can prepare for your visit accordingly.
- Tickets distributed to your organization may not be gifted to another organization unless TCMU staff has approved a transfer. This applies to individual family visits and group visits. Please note the organization you hope to gift your tickets to must be a 501(c)(3).
 - You are welcome to refer other 501(c)(3) organizations that align with the purpose of the Upstate Play Partners program.

What are the parameters around entry?

- 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 or email your TCMU Upstate Play Partner contact at any time to see how many tickets you have remaining.
- Your organization must use at least 70% of tickets in order for an application to be considered the following calendar year. Eligibility decisions will be made in December prior to each calendar year.
- **Un-used tickets do NOT roll forward/accrue.**

Can we use the tickets for a bulk visit?

- Yes, for groups of 15 or more, all partner organizations must fill out the following form: [UPP Group Visit Form](#) so TCMU can prepare for your visit accordingly.
- The 5:1 child to adult ratio must be met upon entering the museum. Groups will not be admitted until the quota is met.

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 TCMU if a situation arises that you feel meets these requirements but is not listed.

Upstate Play Partner tickets may not be used as part of a fundraiser, auction, social media giveaway, or any activity intended to promote your organization or generate support for it. The purpose of these tickets is to provide equitable access for families, support participation in programs, and serve as a reward for children’s progress or program completion. If you would like to request one family 4-pack per year by visiting the following website: <https://tcmupstate.org/greenville/community-giving-request/>. If you are unsure if your intended ticket distribution aligns with the guidelines of the program, please do not hesitate to reach out to TCMU’s Upstate Play Partner contact.

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.

If you have any questions or concerns, please contact the Community Engagement Specialist (contact information below)