

## Frequently Asked Questions

### **Registration**

*How many students can attend each session?*

Each group is limited to 25 students.

*What is the cost of a session?*

The total cost for each session is \$125. There is a \$25 non-refundable deposit due upon booking.

*What days do you offer group Sessions?*

NYdigs offers two sessions per day (listed below) at Riverbank State Parks greenhouse and kitchen garden on Wednesdays, Thursdays, and Fridays. Opportunities are available on select Saturdays; contact NYdigs staff at [education@thehort.org](mailto:education@thehort.org) for more information.

- Session A runs 10:00am – 11:00am
- Session B runs 11:15am – 12:15pm

*Which payment methods do you accept?*

Credit Card is our preferred method of payment. We also can accept a check or money order made out to *The Horticultural Society of New York*.

*What is the cancellation policy?*

**Paid Classes** – For a full refund, cancellations must be received one week prior to scheduled session. For a partial refund of \$75, cancellations must be received 24 hours prior to scheduled session. If notice is received within 24 hours of scheduled session, the full \$125 fee will be charged.

**Weather Cancellations** – In the event of inclement weather, NYdigs may choose to cancel programs. If this were to occur, NYdigs staff would work with you to reschedule or provide a full refund.

### **Prepare for the Trip**

*What should I bring the day of the trip?*

See our checklist for teachers, located in the Trip Information Section

*Are the sessions indoor or outdoor?*

Some of our programs include an outdoor component. If there is inclement weather, outdoor components will be substituted for additional indoor activities.

*How do we get to the Riverbank Greenhouse and Kitchen Garden?*

You can find NYdigs next to the community garden at Riverbank State Park. View a [Map of the Park](#) for more information.

**School Bus:** Please coordinate with the education staff to schedule drop-off and parking.

**Train:** We are within walking distance of the 1, A, C, B, D trains at 145<sup>th</sup> Street.

Public Bus: There is Bx19 & M11 bus service at Riverbank State Park

Parking: There is no public parking at Riverbank State Park. For School Bus Parking, please coordinate with the NYdigs staff.

*What will happen in the case of inclement weather?*

The NYdigs staff will be in contact with you the day before your program to provide updates. We will determine if a program is cancelled at 7 AM on the day of your program.

*What happens if we are late?*

If you are expecting to arrive late, please contact the NYdigs staff. If you do not arrive within 30 minutes of your scheduled program, your class will be cancelled.

*Are there lunch facilities?*

Plan on your group eating before, or after your scheduled session. There are picnic areas throughout the park as well as a limited-seating, indoor lunch area located in the Support Building.