



Mad Science Group

Virtual After-School Programs

F.A.Q.

Who is Mad Science Group?

For 35 years, Mad Science Group has developed science programs that are kid-tested and approved. From our humble beginnings to the present day, we have always believed that hands-on, fun STEM experiences form the foundation of a lifelong love of science, technology, engineering, and math! We are the head office of a worldwide franchise community, and we are very proud to have successfully adapted our content to the virtual world!

Will the entire program be virtual?

Yes, the program will be entirely virtual – though the children will still be doing hands-on activities, both during the classes, and they will have the opportunity to continue experimenting off-screen.

What do you do during a virtual class?

We are proud to have successfully adapted our in-person programs to the virtual space. Each class will be a combination of instructor demonstrations, interactive virtual games and guided activities.

What programs are available virtually?

In Fall 2020, we are offering two of our most popular After-School Programs: Crazy Chemworks (encouraging kids to explore chemistry and reactions) and X-Lab (discovering science in everyday life). We are also offering My First Lab, a shorter series for preschoolers, introducing them to varied science concepts.

What is the schedule for the Fall 2020 virtual programs?

We will be offering 6-week After-School Programs starting the week of September 21st on various days of the week, at various times. We also have one 3-week preschool series. You can review our detailed schedule for more information.

How long are your virtual classes?

Each session/class will last one full hour, other than our preschool classes which last 30 minutes.

What time zone are your programs scheduled in?

All programs are scheduled in Eastern Daylight Time.

What is the registration process?

You will register and pay through our Online Registration system. Once you register, you will receive a confirmation straight away. The week before class begins, you will receive an invite to register your child for the Zoom meeting. You will have a single Zoom link to use throughout the entire multi-week program. This will also include a list of supplies to collect in advance of the first class. You will receive an additional reminder and supply list each week. Please make sure that NoReply@madscience.org and CustomerCare@madscience.org are on your approved sender list.

What is the class capacity for your programs?

We will only run our classes if we reach a minimum of 25 children, and will allow up to a maximum of 50 children in each program. If we do not reach 25 registrations, we will cancel that session, and contact any registrants to direct them to switch to a different timeslot.



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What age are these programs for?

Our programs are geared towards children aged 5-12. Please keep in mind that younger children may need a little bit of help from a grown-up throughout the program. We are also offering one preschool series which is appropriate for children aged 3-5.

Who are the instructors who will be leading the programs?

Our instructors are experienced Mad Scientists, who have been leading programs for years, whether in-person or virtually. We will also include an experienced Virtual Moderator in each class to assist the instructor and the children. Background checks have been completed on all Mad Scientists and Moderators.

What safety measures are in place?

We start off each program with a virtual waiting room to ensure that only participants are admitted. We include Moderators in every class, to monitor children and their surroundings. Children can only chat with the instructor and moderator during the class. All customers must confirm that they will not record any sessions. Our programs involve safe at-home science activities and are audited by the corporate office to ensure quality.

Are classes recorded in case you miss a session?

For safety and to respect customers who may not wish to have children recorded, we do not provide any recordings.

What technical equipment do I need?

The experience would be best on a computer or a laptop – PC or Mac – with a webcam and audio. Mobile devices and tablets are possible to use, but can be challenging and finicky at times. We do not recommend Chromebooks.

What supplies will I need to collect and provide?

While we are not sending you supplies, we will provide you with a basic supply list the week before each class. The supplies you will need will typically be things you can find around your home.

What is your refund policy?

We accept cancellations made at least 48 hours prior to the start of the program. You must notify us by that time by contacting us at CustomerCare@madscience.org. Please note that any cancellations are subject to a \$20 administrative fee. We are not able to offer any refunds within 48 hours of the start date, as we organize our schedule and human resources, and reserve space for students based on registration numbers. Should a conflict arise, or a program be canceled, we would be pleased to direct you to another timeslot, or offer a credit to a future program.

What happens if my child misses a session?

When possible, and depending on capacity, we may be able to suggest an alternative day/time for your child to join in on the same class during the same week. However, any missed sessions would be the responsibility of the customer.

Who do I contact for customer service?

You can contact our customer service team at CustomerCare@madscience.org if you have any questions.