

## VIRTUAL COVERT COUCH CHALLENGE FAQ

### CAN YOU GIVE MORE DETAILS ABOUT THE PROGRAM EXPERIENCE?

Virtual Covert Couch Challenge is a one-hour, live, interactive mission run by a SPY Educator that takes place in our secure Zoom room. A top secret device has gone missing and SPY Headquarters needs help! Recruits and their families complete mini spy missions and build their spy skills. They might need to race around the house to find a disguise that would work in the field, build a gadget on the fly, and decode secret messages.

### CAN WE HAVE A VIRTUAL COVERT COUCH CHALLENGE WITH FAMILIES IN ONE LOCATION ON A SHARED DEVICE?

Yes! Virtual Covert Couch is designed for families in one location on one shared device or logging in on individual devices in separate locations.

### WHAT IS THE CANCELLATION POLICY?

Unfortunately, our Virtual Covert Couch Challenge is non-refundable. If you need to reschedule a program for some reason, please email [educators@spymuseum.org](mailto:educators@spymuseum.org) as soon as possible and we will do our best to work with you to find a new date.

### DO GUESTS NEED TO PREPARE ANYTHING?

You will receive an email with a link to download Covert Couch Challenge program materials and ***optional items*** for guests with to prepare:

- Space to move around
- Arrive to the program in disguise and with additional disguise items close by
- Pencil and paper
- Covert Couch Challenge Program Materials PDF – Top Secret letter, cipher wheel and pig pen code

If all the guests are logging in from one shared device we suggest you prepare:

- Disguise bins with hats, sunglasses, scarves
- Pencil and paper
- Covert Couch Challenge Program Materials PDF – Top Secret letter, cipher wheel and pig pen code

### WHAT IF I HAVE QUESTIONS DAY OF THE PROGRAM?

The host family can log into Zoom 5-10 minutes prior to the program start time to meet the SPY Educator leading their program. The Educator will answer any last minute questions you may have.

### CAN PARTICIPANTS WEAR DISGUISES?

Yes, participants are welcome to show up in a disguise at the beginning of the program! We will challenge guests to change their appearance during the program and you can choose whether or not you want to give your guests advance warning.

**CAN I BUY SPY-THEMED GOODIE BAGS FOR MY GUESTS?**

The SPY retail store is open and can assist you with purchasing favors for your guests. Top Secret Birthday [goodie bags](#), reusable [DENY EVERYTHING](#) water bottle and other [favors](#) can be purchased online. For specific questions, please email [info@spymuseumstore.org](mailto:info@spymuseumstore.org).

**ARE YOU OFFERING ONSITE FAMILY PROGRAMS?**

Please check our [Events Calendar](#) for current on-site program offerings.