



Frequently Asked Questions

Q: Does my photo have to be 5", 6" or 7"?

A: No. Send us a photo of any size. We will work with Photo Express/*expressportraits* to size your photo appropriately.

Q: What kind of photo do you need?

A: The best photos will be:

- Portrait style, with the individual(s) as the main focus, from the waist or shoulders up.
- High resolution and in electronic format.

Q: Can my photo be black and white? Color?

A: It doesn't matter. Both black and white and color photographs will be included in the display.

Q: Do I have to send my donation and photo at the same time?

A: No. You can submit your donation, then take your photo and submit it later. An early donation will reserve your place, but both photo and donation can be submitted until June 30, 2010.

Q: What's the best way to make my donation?

A: You can make the donation in whatever way is most convenient for you – mail, fax, online, or over the phone.

Mail: There is a form online [here](#). Print and fill it out, and mail it with either your credit card information or a check to: 100 State Street, Madison, WI 53703.

Fax: Print out the [donation form](#), and fax it to: 608.268.1398, attention Cate Redman. You can mail a check separately or include credit card information on the form.

Online: On the Step Up [webpage](#), complete an online gift with your credit card.

Phone: Call Cate at 608.268.1231, ext. 29 and she can take your credit card information.

Q: How do I submit a photo?

A: If you have a digital photo, email a high resolution copy to StepUp@MadisonChildrensMuseum.org. If you have a print, call Cate at 608.268.1231, ext. 29 to arrange your submission.

Q: When is the deadline to make my donation or send in my photos?

A: Photos submitted by June 30, 2010 are guaranteed to be installed prior to the opening of the new museum in August.

Q: How will the photos be recognized?

A: We will be listing each photo in a Step Up book to recognize your gift to the capital campaign; however, we are sensitive to families' desire to protect the identity of their children. To do this, we will keep the Step Up book at the front desk of the museum, and list the photos by "bays" on the staircase. This will help guide families to their photos, but not identify specific individuals. When you submit your photo, please also confirm how you would like the photo to be listed in the Step Up book, such as "The Munster Family," "Herman & Lily Munster," or "Eddie Munster."

Q: What will my photos be printed on?

A: Your photo will be professionally sized, printed, and cut by Photo Express/*expressportraits*.

Q: If I buy two individual photos, can they be installed next to each other?

A: The photos will be arranged so as to evenly cover the available space. We will make every effort to ensure that photos are placed within the same bay, if you indicate that you would prefer this arrangement. Other photos will be arranged at random.

Q: How will you protect my photo from the sun?

A: The area where the photos are being installed does not receive a lot of direct sunlight. However, we will retain the electronic file, and will replace the photo should it become sun damaged.

Q: Will I have to pay to see my photo?

A: Most of the photos will be installed in the "pay zone" of the new museum. Donors to Step Up will be invited to an unveiling event during opening week, to which they are welcome to bring their families. In addition, the museum will hold monthly free evenings during which families can visit free of charge.

Haven't found the information you're looking for?

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