Thanksgiving Point

Embryology Program FAQ

Ordering

• I didn’t order my eggs in time, can I still place an order?
  o Eggs are preincubated for 18 days, so they hatch within a few days in the classroom. Due to this, orders must be placed 3 weeks prior to the desired pick up date. Occasionally, teachers who have already placed an order decide they do not want some or all their eggs. Please call our receptionists to find out if there are any extra eggs.

• Can I purchase supplies or a starter kit at pick up or do I need to preorder?
  o We recommend preordering, so it’s ready for you at pick up and will decrease your wait time. However, you can still purchase supplies at pick up, but stock is not always guaranteed.

• Can I request a specific breed or a variety of breeds?
  o Unfortunately, you cannot at this time due to the high demand of eggs.

• Why haven’t I received a receipt or any information yet?
  o All information is sent to the email you provided to us. If you aren’t sure which email you gave us, please call our receptionists for help.
  o Email servers often send emails from Thanksgiving Point to the junk folder. Please check your junk folder. If you cannot find it there, please contact our receptionists.

• Who do I contact if I need a copy of my receipt?
  o Please contact our receptionists either via phone or email.

• I ordered too many eggs, can I adjust my order?
  o To make any adjustments to your order it must be at least 3 weeks prior to the pickup date.
  o If it is past the 3 weeks mark you can be added to our surplus list. This will give other teachers the opportunity to purchase the eggs. However, if no one is willing to purchase them you will be responsible for taking them on pick up day.
  o Please call our receptionists to adjust your order.

• Do you offer duck eggs?
  o We do not currently.

Egg Pick Up

• Where are the eggs picked up?
  o Egg pick up is located in the Farm Classroom at Farm Country at Thanksgiving Point.
    ▪ 3003 N Thanksgiving Way, Lehi, Utah 84043
    ▪ 40.423756, -111.889356

• I won’t be able to pick eggs up; can I send someone else?
  o Yes, please give the individual who is picking up your order the name of the teacher who placed the order and the number of eggs purchased. You will not need the ticket you will receive via email.

• How do I keep eggs alive from pick up to their incubator?
  o Maintaining a warm and stable temperature for the eggs is ideal. In order to do this, please bring the following items with you on pick up day:
- A cooler large enough to fit at least one egg carton, the amount of eggs you ordered, and water bottles.
- Warm water bottles or empty water bottles to fill with warm water. These will be placed in the cooler.
- Towels to wrap the water bottles.
  - Make sure to transport your eggs directly from our farm to your classroom incubator to prevent any damage to the developing embryos. Depending on how warm they are kept during transport, eggs only have a few hours to be placed in a new incubator. Waiting overnight will likely damage or kill the embryos.
- I’ve picked up my eggs at any time in years past, is there any way I can pick them up outside of the designated time?
  - Unfortunately, not. To ease the process of pick up for both you and our staff, we created a designated pick up time. To accommodate those who are traveling far distances or unable to pick up from 3:00-6:00pm, please call the receptionist to make special arrangements.
  - If you arrive outside of your designated pick up time, we will likely not have trained staff on property to help you.
- I won’t be able to directly transport my eggs from pick up to the incubator. Will they be okay overnight?
  - No. Depending on how warm they are kept during transport, eggs only have a few hours to be placed in a new incubator. Waiting overnight will likely damage or kill the embryos.

Incubation

- What materials do I need to hatch eggs?
  - An incubator.
  - A box.
  - Chick feed.
  - A warming lamp or heating pad.
  - Disposable tray or feeder. This will give the chicks the friction they need for their leg muscles to develop.
  - Waterer.
- Where do I find a good, inexpensive incubator?
  - Stores such as IFA and CAL Ranch typically have good incubators and can answer questions about hatching chicks for you.
  - We recommend the Currens Digital Chicken Hatcher incubator and can be purchased online.
- What temperature and humidity should my incubator be?
  - Incubators should be kept at a temperature of 99.5°F with a relative humidity of 65-75%.
- How do I clean my incubator?
  - Warm water and vinegar or dish soap works well. You can also purchase a generic pet cage cleaner from any pet or big box store. These cleaners are safe for animals and disinfect the area.
- How many days should it take for the eggs to hatch?
  - Eggs are incubated for 18 days at pick up. On average they should hatch in 2-3 days. If they are not hatched within one week of pick up they are no longer viable.
- Why didn’t all my eggs hatch?
  - There is a myriad of reasons why eggs may not hatch. Eggs are candled an hour before the scheduled pick up times to ensure eggs are alive before they go home with you.

For questions, please call education reception at (801) 768-4971 or reservations@thanksgivingpoint.org
Common reasons for not surviving are they didn’t stay warm enough during transportation, they didn’t make it to the incubator on time, they weren’t kept at the proper temperature and humidity, and sometimes they simply don’t make it. This is a good opportunity to practice investigative skills with a class. Why do they think they didn’t make it?

- Can I get a refund or a replacement if all my eggs didn’t hatch?
  - We’re sorry your eggs didn’t make it! Because we candle the eggs before we hand them off to you, we cannot offer a refund or replacement. You are welcome to order more eggs for future pick up days if you would like to try again.

- Some of my chicks are deformed. What do I do with them?
  - This is your judgement call. If you think it can still have a good quality of life then find a good, permanent home for it. If not, then you will likely need to kill it.

Finding a Permanent Home

- How do I find a home for the chicks?
  - Before your eggs hatch, it is important to have predetermined homes for them. Talk to parents, neighbors, coworkers, etc. to see if anyone would like the chicks after they hatch. If you are not having any luck, you can always post your chicks to KSL or any other classified ads.