

## Chapman Cultural Center Group Tour Policies

1. ***What constitutes a Group?*** Any organized group coming for educational and/or informational purposes which needs the assistance of an escort, docent or staff member.
2. ***Must groups make reservations in advance?*** Yes, we ask that you make your reservations at least 10 days in advance, if possible. Space is limited and some of our tour escorts and staff are volunteers so they may come in to specifically assist with your group.
3. ***How can a group make a reservation?*** Call 864-583-2776 and ask for Janice. Once your request is taken, it is submitted to all of the appropriate exhibit areas. You should receive a confirmation by phone or email within 5 to 7 business days.
4. ***What is the maximum number for a group including all teachers and adult chaperones?*** The maximum total number for a group is 30, but larger groups can be split up and taken into different areas at different times. History can accept 4 groups per day, and Science and Art can accept 5 groups per day.
5. ***Ideally, how much time should be allotted for each exhibit area?*** Groups should allow 30 minutes for History, 30 minutes for Science, 30 minutes for Art, and 25 minutes for the Artists Guild. At least 5 minutes should be allotted to move a group from one exhibit area to another. Multiple groups attending 3 or more exhibit areas may have their times adjusted to shorter periods in order to accommodate everyone in the allotted time period.
6. ***What time and days are group tours conducted?*** All museums can accept tours Tues, Weds, Thurs, and Fri from 10am to 4pm. Some museums can accept tours Mon–Sat. We will work with you as best we can to accommodate your tour, but Wed-Fri will be your best bet to be able to see everything.
7. ***What is the fee for group tours/activities?*** It is **\$5 per person** to see three or more areas, **\$4.00 per person** to see two areas and **\$2.00 per person** to see one area. **Children 4 and under are free.**
8. ***What is the cost for chaperones?*** All adult chaperones are admitted free with children's groups, and groups are expected to have enough chaperones appropriate for the age and grade-level of the children (one chaperone per 10 students). All children under age 16 must be accompanied by an adult.
9. ***Are there additional fees for other programs?*** Yes, both Science and History offer comprehensive programs on a variety of subjects and additional fees are charged for these. If you desire a special presentation, these can be arranged directly with the Science or History organizations.
10. ***What is expected of a chaperone?*** All teachers and chaperones are expected to accompany their group on the tour, to enforce the rules as explained by the museum staff, to assist museum staff if asked, and to maintain order and decorum as befits children visiting a public facility. Remind students not to touch works of art, the walls, platforms, or cases in the museum.
11. ***What time should a group arrive in advance of the tour time?*** Groups should arrive at least 15 minutes before tour time so that the tour leader can make payment at the Reception Desk, meet the tour ambassador, and hand out tour stickers. Multiple groups will begin their tour with an orientation in the theatre. Individual groups will receive the same orientation in the Wing Lobby. Chaperones will be given written copies of the Group Instructions at the orientation.
12. ***Can groups eat their lunch on-site?*** If the weather is nice, the group may sit and eat lunch in the Zimmerli Plaza or walk to Barnet Park next door. In the event of inclement weather, the theatre lobby should be available unless there is a show scheduled. Vending machines for drinks and snacks are available.