



School Year Group Visit Reservation Policies

Overview: What is a Group Visit?

We recognize every visit to The DoSeum is an educational one, and welcome school groups, camps, and other organizations to visit us as groups for self-guided exploration of our museum galleries. Our exhibits are thoughtfully designed to accommodate a wide range of ages, interests, and developmental stages from birth to age 11.

Group Visits can be scheduled Monday thru Friday from the time the museum opens until it closes. Group Visit reservations must be made before 1 month of the requested visit date and can only be made by completing our online form. We require a minimum of 15 people to give the discounted group rate. Group Visits are discounted from our regular admission price of \$14 per person aged 1 and up to \$10 per person. All children visiting with groups must be accompanied by an adult while visiting The DoSeum, and we require 1 adult chaperone for every 5 children. To ensure a positive experience for everyone, we ask that Group Visits use this 1 adult for every 5 children ratio to divide into smaller groups to explore separately. Chaperones are responsible for children's behavior at all times.

Reserving Your Group

- Group Reservations are only made online through our webpage: www.thedoseum.org/fieldtrips.
- Groups may only reserve visits **Monday – Friday** during The DoSeum's regular business hours.
- Group Reservations **cannot** be made for Saturday, Sunday, holiday weekends or blackout periods, from Labor Day to Memorial Day.
- The group fee of \$10.00 per person applies to a reservation of **15 or more people**. The maximum is 150 total, including both children and adults, pending availability.
- Groups of 15 or more **require** reservations, excluding families. Larger families do not need to schedule a group visit.
- All reservations must be made no later than **1 month before** the scheduled date of visit.
- We require a 1 week notice for cancellation of the Group Visit. Failure to do so may restrict future visits to The DoSeum.

Payment on Arrival

- We accept cash, checks, and all major credit cards. **We do not accept Purchase Orders.**
- Be prepared to make a **SINGLE PAYMENT** for your entire group upon arrival. Please have an accurate count of your adults and children, ages 1 year and up, before you arrive.
- The DoSeum **cannot** split ticket sales (receipts) for any group. We can, however, process different payment methods on one ticket sale.
- We DO NOT issue refunds for amounts \$30 or less.** If your pre-issued check is over the amount owed by \$30 or less, your change will be used as a donation to our DoSeum for All fund to underwrite visits for low-income children. If your refund due is over \$30, a check will be sent to the address on the original check (unless otherwise specified) within 30 days.

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General Information

- ❑ Name tags for your children (name of school/group, and chaperones/teacher's name) are helpful.
- ❑ The DoSeum is not responsible for any lost, stolen or damaged personal items or belongings.
- ❑ DoSeum For All (funding for schools) does not apply to Group Visits.
- ❑ The DoSeum coupons do not apply to Group Visits.
- ❑ Outside food and /or drinks are not permitted in The DoSeum or on DoSeum grounds. If you like, you may purchase food or snacks at the DoSeum Café. We do have space available to rent for lunch. Please inquire about this space through your request. Its availability is limited.
- ❑ We also recommend Lions Field Park, located directly across the street from The DoSeum, for lunch during or after your visit, picnic blankets are a good idea. There is a "Z-crossing" from the museum to the park. DoSeum staff is NOT available to escort groups across Broadway Street.
- ❑ Chaperones must be at least **18 years** of age.
- ❑ The DoSeum **requires 1 adult** for every **5 children** for **ALL** groups visiting the museum.
 - Please organize and assign your chaperone groups of 1 adult for every 5 children before you arrive.
 - The DoSeum requires all children to be accompanied by an adult at all times. **No exceptions.**
- ❑ If individuals in your group are disruptive, violent, or harmful to the experience of other guests, The DoSeum staff will approach the group leader and ask him/her to intervene. If after one (1) warning from The DoSeum staff, these behavior guidelines are not met **by your entire group**, The DoSeum reserves the right to end your visit early and/or restrict future visits.
- ❑ ****Commercial photography and filming are conducted at the museum. Entry into the facility and/or purchase of an admission ticket constitutes your consent for The DoSeum to use any pictures or films it deems appropriate without payment, inspection or review. Visitors may take photographs, film or video for personal use only.****

Museum Behavior

Upon arrival, your group will receive an orientation on museum etiquette. In the museum we...

- 1) **Walk and Talk**—Please go slow and look out for other people in the museum. Using quiet voices means we can hear—and be heard—when someone has something important to say.
- 2) **Share and Take Care**—Remember to share the exhibit toys and space with other people. And please return items where they belong before you go to a new area.
- 3) **Stay and Play Together**—Ensure a chaperone stays with children in your group at all times. This is a chance for children to teach adults how to play and have fun!

The DoSeum Store

Many children enjoy purchasing a "memory" souvenir of their visit to the museum. The DoSeum Store offers a wide range of low-cost DoSeum related items. We are always excited to see children in the store and welcome them with a chaperone. **We cannot have more than 1 chaperone and 5 children with the intent to make a purchase at a time.** We ask the rest of the group to wait for their turn in the lobby.

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