



## GROUP VISITOR GUIDELINES

Please carefully review these guidelines before visiting El Museo del Barrio. If you have questions regarding your visit, please contact the Education Programs Assistant at [groupvisits@elmuseo.org](mailto:groupvisits@elmuseo.org).

Please leave at least **four** weeks to process your group visit request.

### BEFORE YOUR VISIT

#### CONFIRMATION

- When the Education Programs Assistant has confirmed the date and time of the visit, the Group Leader will receive an Invoice/Confirmation via email. Please note that your group is not scheduled for a visit until you receive a Confirmation Sheet from El Museo.
- Payment must be received at least two weeks prior to your scheduled visit date in order to keep your confirmation. If we haven't received a payment two weeks prior, your visit will be cancelled.

#### TO CANCEL OR RESCHEDULE

- **Please note that we require a five business day notice of cancellation before the visit date. Visits canceled with less than five business days' notice will be charged for the full amount of the visit.**
- Email your cancellation notice to: [groupvisits@elmuseo.org](mailto:groupvisits@elmuseo.org) (Please write "Cancel" in the subject line, followed by date you would like to cancel).

### ON THE DAY OF YOUR VISIT

#### ARRIVAL

- Please arrive 15 minutes in advance of your scheduled program and present your printed confirmation form as you check-in with Visitor Services. **GROUPS WITHOUT A PRINTED CONFIRMATION FROM THE GROUP VISITS COORDINATOR WILL NOT BE PERMITTED TO ENTER THE GALLERIES.**
- Groups may be asked to remain outside the museum while waiting for their Museum Educator in order to ensure the safety of the visitors and the works of art. A Museum Educator will greet you in the lobby to begin your visit.
- All groups must check coats, bags, water bottle, umbrellas, and other rain gear. Coat and bag check will be available for free upon arrival.
- **If your group arrives more than 15 minutes late, we reserve the right to cancel or shorten the duration of your program. If your group cannot be accommodated because of extreme lateness, you are responsible for the full payment of your visit.** If your group is running late, please call Visitor Services at (212) 660-7129.
- Due to limited space in the galleries, groups will not be permitted to stay past the scheduled time following their program.

#### PARKING

- Parking is not available at El Museo. Buses may drop off and pick up passengers on 5<sup>th</sup> Avenue, but cannot park in front of El Museo.



### GROUP LUNCHES

- There are no lunch facilities available at El Museo del Barrio. Bagged lunches can be stored in our coat check. Those groups wishing to dine in our café please call Café Management at the following number to make arrangements: (212) 660-7150.

### EXPECTATIONS FOR GROUP LEADERS/CHAPERONES

- There should be 1 chaperone for every 5 students in grades K-2, 1 chaperone present for every 10 students for grades 3-8, and one chaperone for every 15 high school students. Group Leaders and chaperones must accompany the group during the entire visit, and are responsible for their groups' conduct and behavior at all times.
- We encourage the active participation of the Group Leader and chaperones throughout the program and request their assistance for any individual who may need extra attention. Please respect museum staff's instructions, which are designed to protect the art and visitors.

EL MUSEO DEL BARRIO RESERVES THE RIGHT TO CANCEL A PROGRAM IF THE GROUP DISPLAYS INAPPROPRIATE OR DANGEROUS BEHAVIOR AT ANY TIME. IF YOUR GROUP EXCEEDS THE AMOUNT OF PEOPLE INITIALLY BOOKED, WE MAY NOT BE ABLE TO ACCOMMODATE YOU.