

# EL MUSEO DEL BARRIO

## ADULT & COLLEGE GROUP PROGRAMS FAQ & GUIDELINES

### **How do I reserve a program?**

Explore our current virtual group programs online and fill out the [Adult & College/University Virtual Group Programs Request Form](#). Upon completion, you will receive an automated response confirming receipt of your request. An official email, based on availability, will follow confirming your reservation. To complete your reservation, please confirm the receipt of this email. Please be sure to share reservation details with your group participants.

To request an Adult private group reservation, please complete the [Adult Virtual Program Request Form](#).

To request a College/University group reservation, please complete the [College/University Virtual Program Request Form](#).

### **How far in advance do I need to request a reservation?**

We recommend that you submit your program request at least three weeks in advance, as there is limited availability and programs are first come, first serve.

### **Are El Museo's Virtual Programs interactive?**

Yes, El Museo's Virtual Tours and Workshops are designed to encourage inquiry, dialogue and critical analysis. Our experienced Museum Educators will use interactive techniques to engage participants in dynamic learning opportunities.

### **How many participants can attend a Virtual Program?**

There is a maximum of 35 participants per Virtual Program session. Please note that at least one Group Coordinator or Instructor must be present for the entire Virtual Program.

### **How much does each program cost?**

The cost for each Virtual Group Program varies based on the selected program and group type.

### **What are the Zoom protocols for Virtual Programs?**

El Museo will use Zoom as the platform for the virtual program. The confirmation email from the Museum will include Zoom protocols, log-in information, and recommendations on how to best prepare for the program. If you prefer another platform (non-Zoom), please let us know your preference on the reservation form.

### **How do I pay for the Virtual Program?**

Payment must be received at least two weeks prior to your scheduled visit date in order to keep your reservation, or it will be subject to cancellation.

El Museo accepts payments by check, credit card, and purchase orders. For more information regarding payment by credit card and purchase order, please email [groupvisits@elmuseo.org](mailto:groupvisits@elmuseo.org). Checks made payable to El Museo del Barrio may be sent to the following address:

El Museo del Barrio  
Attn: Finance Department Re: Group Visits  
1230 Fifth Avenue  
New York, NY 10029

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## **What if my group shows up late for the program?**

If you anticipate that your group may be late for the program, please notify the Education Department at [groupvisits@elmuseo.org](mailto:groupvisits@elmuseo.org). In the event that your group shows up more than twenty minutes late, please note that we reserve the right to cancel your program.

## **What is the cancellation policy?**

Because we have a limited number of Virtual Program opportunities, cancellations impact our ability to serve other groups.

Please note that if the program is cancelled less than five business days prior to the virtual program, there will be a \$125 cancellation fee. All cancellation notices and rescheduling requests must be e-mailed to [groupvisits@elmuseo.org](mailto:groupvisits@elmuseo.org) with the subject line "**Booking Cancellation**".

## **Do you have resource materials available for further study?**

Yes, El Museo has a variety of digitized resources available on our website.

## **How would I schedule an on-site group tour?**

On-site tours at El Museo are currently suspended, until further notice, to ensure the health and safety of staff and visitors. Please check [www.elmuseo.org](http://www.elmuseo.org) for updates.

If you have additional questions, please contact [groupvisits@elmuseo.org](mailto:groupvisits@elmuseo.org).

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