MUSEUM GROUP TOUR PROCEDURES & POLICIES

- Payment for a group tour is due upon completion of the confirmation form.
  - A full refund will be issued if the tour is cancelled at least 1 week before the scheduled visit.
  - A 50% refund will be issued if the tour is cancelled over 48 hours before the scheduled visit. The non-refundable amount may be credited towards a future visit.
  - No refund will be issued for tours canceled within 48 hours, but the amount paid may be credited towards a future visit.
  - If an unplanned museum closure results in a tour cancellation, a staff member will contact you, and you will receive a full refund if the tour cannot be rescheduled.

- Please alert us to any special education, English as a Second Language (ESL), or limited mobility needs your group has. If we know in advance, we can help your visit go smoothly and be more enjoyable.

- The following items are **not** permitted in the museum galleries, and if possible, should be left on the bus: food, liquids, backpacks, oversized bags, camera tripods, strollers, oversized umbrellas, selfie sticks, tennis racquets, and any other objects or possessions the ITHF Staff deems potentially harmful to artifacts, staff, or other guests. Additionally, flash photography is not permitted in the museum.

- Group leaders can check in with an associate at the Welcome Center upon their arrival to meet their docent, if applicable.

- Please do not touch any of the objects in the museum. These rules are in place for the safety of the objects and the public. Please ensure that your group observes these limits, especially in maintaining a safe distance from the exhibits. Museum staff have the right to ask an individual to leave the museum if the person does not comply with the museum's policies.

- Upon request, pending scheduled visit time and docent availability, we can provide brief introductions for groups that do not want the whole guided tour experience.

- For youth groups under 12 years of age, we require one (1) chaperone for every eight (8) children.
  - Group chaperones and teachers are admitted free of charge.
  - No more than one chaperone per every eight (8) will be admitted at no cost.

GUIDED TOURS:

- A minimum of ten (10) guests is required and subject to docent availability. Docent-led guided tours must be booked and paid for in advance (five business days mandatory, at least 10 business days preferred).

- We recommend approximately one docent per 10-20 guests (no more than 25). If multiple docents are required to accommodate larger groups, an additional docent fee will be charged.

- The average time of a guided museum tour is 45-60 *minutes (this can be adjusted to accommodate the group's schedule for the day)*. Please allow time following the guided tour to enjoy the interactive exhibits throughout the museum, as well as time to explore the campus (including court tennis at the National Tennis Club, our tennis courts, and, with prior arrangement, the Chris Evert Learning Center).

- Please arrive on time! A late arrival for a guided tour could result in a modified tour experience. If you have an emergency or anticipate being late for any reason, please call *401-849-3990* and *dial "0"* to speak with a member of our Visitor Services Team in the Museum's Welcome Center.

- For the safety of the students, we ask that children 16 & under not leave the museum unless accompanied by an adult from within your group.

- Please understand that the museum's guided tour calendar can be very full at times. In the event of a late arrival or a last-minute booking, we will always do our best to accommodate your group while also adhering to the museum's busy schedule.

For any questions about YOUTH GROUP tours (for those under 18), please contact Alison Daigle, Education and Student Services Liaison, at tours@tennisfame.com. For any questions about any other group tours, please contact Samantha Martinelli, Collections Care & Research Specialist, at tours@tennisfame.com. Thank you for your interest in the International Tennis Hall of Fame. We hope you enjoy your visit.