

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 a week prior to the scheduled visit.
 - A 50% refund will be issued if the tour is cancelled over 48 hours prior to 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 tour cancellation, a staff member will contact you and you will receive a full refund if the group is unable to be rescheduled for the tour.
- Please alert us to any needs your group has related to special education, English as a Second Language (ESL), or limited mobility. If we know in advance, we can help your visit go smoothly and be a more enjoyable experience.
- 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 observe the policies provided.
- Upon request, pending scheduled visit time and docent availability, we can provide brief introductions for groups that do not want the full guided tour experience.
- For youth groups under the age of 12 years: We require one (1) chaperone to be present 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:

- We recommend approximately one docent per 15-20 guests. If multiple docents are required to accommodate larger groups, an additional docent fee may 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 result of a late arrival or last-minute booking we will always do our best to accommodate your group while also adhering to the museums busy schedule.

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