International Tennis Hall of Fame
194 Bellevue Avenue
Newport, RI 02840
401.849.3990
Visit us online at tennisfame.com

YOUTH AND STUDENT GROUPS

MUSEUM GROUP TOUR PROCEDURES & POLICIES

Youth Group Tours – Groups of children ages 12 and under	Student Group Tours- Groups of children ages 13-17
Included but not limited to ▪ Summer camps ▪ NJTL's and CTA's ▪ Elementary School Groups ▪ After school programs	Included but not limited to ▪ Summer camps ▪ NJTL's and CTA's ▪ After school programs ▪ Middle School Groups ▪ Middle School Tennis Teams ▪ High School groups ▪ High School Tennis Teams

- Payment for a group tour is due upon completion of the confirmation form; special circumstances in which payment cannot be made until the day of the group tour must be approved in writing in advance by an ITHF staff member.
  - A full refund will be issued if the tour is cancelled at least 1 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 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 make it a more enjoyable experience.
- Please note that, for Hall of Fame marketing purposes, ITHF staff may take pictures of groups in the museum. Please alert us if anyone in your group has any restrictions regarding being photographed.
- 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 share with your group that they are not to 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.
- For youth groups under the age of 12 years and student groups ages 13-17: We require a minimum of 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:

- Groups of 10 or more youth/students must be a docent-led guided tour. Depending on the group size, more than one docent may be required, which may incur additional fees.
- 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)*.
- For groups with fewer than 10 youth/students, guided tours are not available. These groups are welcome to experience the museum through a self-guided tour option with regular admission rates.
- 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 individuals aged 16 and 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.
- The International Tennis Hall of Fame is committed to inspiring the next generation to achieve greatness. Limited funding may be available to help support your group's visit. If your group needs financial assistance, please contact Alison Daigle at tours@tennisfame.com.

For any questions about YOUTH or STUDENT group tours (under the age of 18), please contact Alison Daigle, Education and Student Services Liaison, at tours@tennisfame.com.