



## Maidu Museum & Historic Site School Tour Policies

- ❖ **Group Size:** Each group should have no more than 35 participants, including teachers and chaperones. We require at least 1 adult for every 10 children. *No more than 5 (five) chaperones in addition to teachers are allowed per tour group.* We can accommodate up to 3 groups at one time.
- ❖ **Chaperone Guidelines:** We encourage chaperones to participate in the tour and promote safe museum behavior.
  - Chaperones should **model good behavior**. This means participating during the tour, asking questions, limiting side conversations, and helping children focus on the tour.
  - Chaperones may not bring additional children or infants to attend the tour.
  - No cell phones during the tour. Set phones to silent or vibrate mode. If you need to make a call, please step away from the group to avoid interruptions to the program.
  - All chaperones must be present at the start of the tour. There will be no late admittance.
- ❖ **Weather:** Your tour will take place **rain or shine**. If you have scheduled a trail tour, please have your students prepared for the weather. If Maidu Museum staff feel the trail conditions are unsafe, rainy day activities will be instated.
- ❖ **Cancellations Policy:** You must cancel your tour at least 1 month (30 days) in advance of your tour to avoid a cancellation fee of **\$50 per class per tour**. Note: Museum and Trail Tours are considered two *separate* tours.
- ❖ **Rescheduling Policy:** Tours can be reschedule once with no extra charge more than 30 days before tour date. Every other reschedule after the first one will have an additional \$50 Rescheduling Fee.
- ❖ **Payment** Payments for the tour are due the day you arrive for your tour with a minimum charge for 10 participants. Checks made payable to **City of Roseville** or credit cards (Visa, MasterCard, Discover, AmEx) are accepted.
- ❖ **Unsafe and/or Unacceptable Behavior:** Unacceptable behavior includes running, talking/interruptive behavior, and leaving assigned group without notifying your guide. If guest behaviors are continued to be considered unsafe or a breach of the Maidu Museum Tour Code of Conduct after a warning, staff and/or tour guide has the right to end the tour or program early. There will be no refunds available.

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[www.roseville.ca.us/museum](http://www.roseville.ca.us/museum)