

Eldon House

Educational Programs Policy and Procedure

Guided Tour and Programming Time

Education programs and tours are offered year-round, Monday through Friday and are 1-2 hours in duration. Programs must be booked in advance as availability is limited and staffing requirements are considered. Tours may take place between the hours of 9:00 a.m. and 4:00 p.m. Evening tours between 5:00 to 8:00 p.m. will be charged a premium rate.

Booking a Guided Tour or Program at Eldon House

Groups must be a minimum of 12 people in number to book a guided tour or program. All tour bookings smaller than 12 people will be charged a flat rate equal to that of 12 people for their guided tour or program. Any groups of 12 or more that wish to enter the Museum, must book a guided tour a minimum of 14 business days advance, and will not be permitted for self-guided tours of the Museum without prior approval. Tour bookings that are requested within the 14-day notice will be taken under consideration on a case-by-case bases. Groups must not exceed a maximum of 60 persons. To book a guided tour or program with Eldon House, please visit our Booking Calendar page on our website <http://www.eldonhouse.ca/calendar/>

Eldon House is a museum that runs as a not-for-profit organization. The costs involved with the daily operations of the Museum, i.e., staffing, wages, conservation, materials, etc. directly impacts the visitor experience and museum efficiency. We schedule staff based upon the predicted numbers from previous years and scheduled bookings.

Guided Tour and Programming Cost (all prices include HST)

- The cost for a 1-hour museum tour is \$8.00 per person.
- The cost for a 2-hour program is \$10.00 per person.
- The cost for a 1-hour evening tour is \$12.00 per person.
- The cost for a 1-hour outdoors walking tour is \$8.00 per person.
- The cost for a 2-hour Victorian Christmas Traditions (available only in December) tour is \$10.00 per person.
- The cost for a 2-hour Behind the Ropes Tour or any Specialty Tour is \$20.00 per person.
- Additional workshops attached to programs extending 2 hours are an additional \$2.00 per person.
- The cost for a 1-hour Senior Outreach program \$100.00 per program (contact for details).
- The cost for a 1-hour Live Virtual Tour of the Museums \$100.00 per program (contact for details).
- The cost for Student Workbooks is \$10.00 per book (contact for details).

Teachers and Coordinators are admitted for free as well as one chaperone per 8 children in school and community groups. Any additional adults will be charged the per-person rate. Exceptions are made in cases where additional adults are required for one-on-one care of a student, child, or adult. Upon booking, you must indicate the expected adult chaperones attending. A confirmation of expected numbers of both students and chaperons will be required upon booking. An invoice will be provided approximately 5 business days prior to the tour(s)/program(s).

Eldon House is not able to provide alternative prices or rebates for nonprofit organizations.

Booking Confirmation

Once you have placed your booking, you will receive an email acknowledging that your request has been confirmed. Additional communication may be required, and the Eldon House Program Coordinator will contact as needed. Booking approval may take up to 72 hours to complete.

Refunds and Absentees

No refunds are permitted for absentees less than 5 business days prior to the booking. No refunds are permitted, after the program is completed. Payment is due at time of arrival. Please make cheques payable to Eldon House Corporation. Eldon House accepts debit and credit payments in-person and over the phone.

Late and Cancellation Policy

If schools or community groups must cancel their tours or programs, please call and reschedule a minimum of 5 business days prior to the scheduled time. If tours or programs are not rescheduled or are cancelled with less than 5 business days, a cancellation fee of 50% will be charged.

Unless buses are cancelled, or weather becomes extreme (determined by Environment Canada) it is expected that Eldon House programming will proceed.

If School or Community groups are late for their tour or program, they will be subject to a late fee of 25% after 30 mins, and full cancellation of their tour or program after 45 minutes at the rate of 50%.

Conduct

Teachers and chaperones are responsible for the conduct of their students/children/client while at Eldon House. Students must be closely supervised, and all groups must be accompanied by tour guides. In the case of disruptive behaviour, a class or group may be asked to leave without a refund. No verbal or physical abuse/profanity is tolerated towards Eldon House staff, volunteers, and fellow participants. Guests must follow the Museum's code of conduct regarding museum etiquette. Eldon House is a smoke-free zone. Smoking/vaping is not permitted anywhere on the grounds.

Belongings

Please do not carry any large purses, backpacks, and other cumbersome items into Eldon House. A Historical Interpreter will provide storage for large backpacks & belongings. Eldon House is not responsible for any lost or stolen items.

Photography

Non-commercial photography is allowed in Eldon House. No flash photography. No filming of our tours/programs. No photography for Eldon House staff, volunteers, or visitors without their consent.

Food & Snacks

Snacks are permitted in our Interpretive Centre; however, no food or drink will be permitted in Eldon House, the Museum proper. Please contact the Program Coordinator upon booking if you require a snack or lunch before, during, or after your program. Garbage and recycling receptacles will be provided.

Parking

There is no parking on site as Eldon House is a heritage property. There is public parking in and around the area. Buses/vehicals may stop on Ridout St. in front of the Eldon House front gate to drop off persons but are not permitted to park.