

Eldon House

Post-Secondary and Adult Tour Policy and Procedure

Post-Secondary and Adult Tours Time and Availability

The Museum is open for self-guided tours by donation all year round from 12:00 to 5:00 p.m. with the last entry at 4:45p.m (days vary depending on the month). To book a tour/program or if you plan to visit the Museum with a group more than 10 people, please review the following Policy and Procedure regarding Post-Secondary and Adult Tours.

Bookings are offered year-round and are 1-2 hours in duration. Tours and programs must be booked in advance as availability is limited and staffing requirements are considered. Tours and programs 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

Any groups of 10 people or more that wish to enter the Museum must book a guided tour a minimum of 14 days in advance. Tour bookings that are requested within the 14-day notice period will be taken under consideration on a case-by-case basis. Request for guided tours that are made at the front door of the Museum for groups of 10 or more will be considered on a case-by-case basis. All tour bookings smaller than 10 people will be charged a flat rate equal to that of 10 people for their guided tour or program. 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 Museum is \$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 students in post-secondary and community service 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 through the Eldon House website or over the phone, 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 many 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 tour/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 a tour or program must be cancelled, please call and reschedule a minimum of 5 business days prior to the scheduled time. If tours or programs are not rescheduled and outright cancelled with less than 5 business days, a cancellation fee of 50% will be charged.

Eldon House programming will proceed unless weather becomes extreme (determined by Environment Canada).

If a group is late for their tour or program, they will be subject to a late fee of 25% after 30 minutes, 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 and on the grounds; 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. No open flames are permitted on the property (including lighters, candles, heating elements, etc.).

Parking

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