

Eldon House

Special Events and Public Programs Policy and Procedure

This document encompasses all of Eldon Houses Special Events and Public Programming taking place on and off site including:

- Public Tour Programs
- Children's Programming
- Speaker Series
- Workshops
- Annual Events
- Tea Programs
- Fundraisers
- Community Partnerships and Initiatives

Booking for a Special Event/Program at Eldon House

All purchases for events and programs must be booked in advance unless otherwise stated. Visit the Events page on our website <https://eldonhouse.ca/events/> for more information about each event. All event registration closes approximately 48 hours prior to the event. Registration automatically closes when the event is sold out.

Purchasing Tickets

All bookings for Special Events or Programs are to be purchased in advance through our website via debit or credit (Eldon House staff can assist with booking and purchases over the phone). Select events are *By Donation* only and will be indicated on our website. A purchase must be made in order for a booking to be created and must be confirmed by Eldon House staff. The Eldon House website does not hold reservations.

Booking for Tea Programs/Summer Tea Program

All Specialty Tea Programs (Mother's Day, Strawberry, and Christmas/Holiday teas) close out approximately 5-7 days prior to the event. Summer Tea registration closes out approximately 72 hours prior to selection which allows for orders to be sent and processed by the off-site caterers.

Special Event/Program Costs (all prices include HST)

All prices for Special Events, Programs, Workshops, etc. vary depending on staffing, programming planning, material, catering costs, etc. which are subject to change annually. All Tea Programs and the Summer Tea Program have varying prices depending on staffing, programming planning, material, catering costs, etc. which is subject to change annually.

- * *Please go to the Events page on our website <https://eldonhouse.ca/events/> for more information and pricing details.*

Any personal support worker/care giver that is required for one-on-one care of a child or adult is not required to purchase a ticket however, they are required to call or email the Eldon House Program Coordinator to confirm their attendance. This aids in preparing the correct resources, staffing, materials, and set up of the facility.

481 Ridout Street, N., London, ON, N6A 2P6 | 519-661-5169 | www.eldonhouse.ca

Revised: January 2023

Non-Profit Organizations

At this time Eldon House is not able to offer discounts or price alterations to non-profit organizations.

Purchase Confirmation

Once you have completed your purchase, you will receive an email stating that your purchase has been received. Within approximately 72 hours the purchase will be confirmed. Guest will receive a confirmation email once the purchase has been approved by Eldon House staff.

Refunds and Absentees

No refunds are permitted for absentees less than 48 hours prior to the event. Refunds, after the event/program is completed are not permitted. Payment is due at the time of the purchase. Eldon House accepts debit and credit payments in person and over the phone (if there are technical issues with the Eldon House website).

Lateness and Cancellations

Guests are required to be on time to their events. No partial refunds are permitted.

Guests can transfer their ticket(s) to family or friends by providing their name in advance to Eldon House staff. To do this, please call 519-661-5169 or email info@eldonhouse.ca to confirm. In cases where cancellations are requested they will be taken under consideration by the Program Coordinator. Such cases for consideration include bereavement/emergency cases arising from medical considerations.

Please be aware that if the event is postponed or canceled guests will be notified in advance as soon as possible.

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.

Conduct

Guests are responsible for their conduct and for minors within their group. Minors must always be supervised by an adult or guardian. In the case of disruptive behaviour, Eldon House staff have the authority and responsibility to ask guests to leave (no refunds are permitted in such cases). No verbal profanity or physical abuse 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. Please take away what you bring in the way of belonging and garbage.

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/personal photography is allowed in Eldon House. Any request for photoshoots, commercial photography, or filming must be scheduled with the Eldon House Museum Coordinator in advance. No flash photography. No filming of our tours/programs is permitted. No photography or video of Eldon House staff or volunteers may be taken without their consent. See the Eldon House website Services page for details: <https://eldonhouse.ca/services/>.

Food & Snacks

Food and beverages are permitted in our Interpretive Centre and on the Eldon House grounds; however, no food or drink will be permitted in Eldon House, the Museum proper. No alcohol is permitted on the Eldon House property. 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 available in the area. Guests can park temporarily on Ridout St. in front of the Eldon House front gate to drop of persons but are not permitted to park.

Age Restrictions

All minors must be accompanied by a adult or guardian to all special events and programs.

Large Groups

Large groups (10 people or more) are welcome to purchase tickets or participate in special events and programs. Accommodation cannot be made to add spots for events that have capacity limits.

All Specialty Tea Programs (Mother's Day, Strawberry, and Christmas/Holiday teas) and the Summer Tea Program permit large groups to attend. If multiple people wish to be seated together or placed in the same group but are registering individually, please indicate the name of the group you are associated with.

All special events and public programming are open to the public and therefore are not private events. If you wish to book a private tour or rental, please go to the Eldon House website services page for details: <https://eldonhouse.ca/services/>.