

Eldon House Heritage Site and Gardens

Booked Programs and Tours: Policy, Pricing, and Procedures

Programming Schedule & Duration

Eldon House programs and tours are offered year-round, Monday through Friday and range from 1-3 hours in duration. Programs and tours may take place between the hours of 9:30 a.m. and 4:30 p.m. Evening tours take place between 5:00 p.m. to 8:00 p.m. **Groups must be a minimum of 12 people** (excluding chaperons). **Groups under 12 must pay a flat rate for the requested program. Programs must be booked a minimum of 2 weeks in advance** to coordinate the necessary supplies and staffing requirements.

Guided Tour & Programming Cost (all prices include HST)

Program	Duration	Cost per Person (incl. HST)	Flat Rate for groups under 12 People
Garden Tour (only June-September)	1-hour	\$10.00	\$120.00
Standard Museum Tour and Victorian Parlour Games	1.5-hour	\$12.00	\$144.00
School and Tour Program (incl. all Educational/School Programs)	2-hours	\$14.00	\$168.00
Outdoor Walking Tour (i.e. Historical River Walk, and Historical Neighbourhood Walk)	1.5-hours	\$12.00	\$144.00
Victorian Christmas Traditions Program (only December)	2-hours	\$14.00	\$144.00
Evening Tours (Between 5:00pm and 8:00pm)	1-hour	\$12.00	\$144.00
Weekend Tour (Saturday and Sunday)	1-hour	\$14.00	\$192.00
Evening Program (Between 5:00pm and 8:00pm)	2-hours	\$15.00	\$180.00
Weekend Program (Saturday and Sunday)	2-hours	\$15.00	\$180.00
Curses, Crimes, and Haunts Outdoor Walking Tour (October)	1.5 hours	\$18.00	\$216.00
Morbid and Macabre Tour (October)	1.5 hours	\$18.00	\$216.00
Behind the Ropes Tour	2-hours	\$22.00	\$264.00
Senior Outreach Program	1-hour	N/A	\$120.00
Live Virtual Museum Tour	1-hour	N/A	\$120.00
Eldon House Outreach PowerPoint Presentation	1-hour	N/A	\$120.00
Add-On Workshops (eligible with the purchase of a 1-hour Program)	30 minutes	\$2.00	\$24.00

Chaperones & Participants

Chaperones are defined as teachers, one-on-one care providers, coordinators, and organization volunteers such as parent/guardian, or volunteers of a school or youth group. These individuals must be 18 years of age and older.

Participants are defined as students, minors, clients, tourists, etc. who are the majority of the visiting group.

Payment & Invoicing

Conformation of expected numbers of both chaperones and participants is required upon booking.

An invoice will sent via email approximately 5-7 business days prior to the program.

Payment is due at time of arrival via debit/credit or a cheque payable to the “Eldon House Corporation.” Eldon House accepts payment prior to the tour over the phone via debit/credit.

Eldon House is a museum that operates as a not-for-profit organization. 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 and scheduled bookings.

Eldon House cannot provide alternative pricing or rebates for not-for-profit organizations.

Booking Request & Confirmation

Once you have requested a booking, you will receive an email within 72 hours acknowledging your request and confirmation processed by the Museum’s Program Coordinator.

Absentees, Refunds, Late Fees, & Cancellations

No refunds are permitted for absentees less than 5 business days prior to the booking.

No refunds are permitted, after the program is completed.

The program will be cancelled if groups are more than 30 minutes late. Groups will be charged a \$50.00 late fee.

If you choose to cancel your program (including and not limited to extenuating circumstances), please call to reschedule a minimum of 5 business days prior to the scheduled time. Groups cancelling less than 5 business days prior to their program, without rebooking, will be charged a \$50.00 cancellation fee.

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

Group Sizes and Criteria

All groups of 12 or more people, or any private, corporate, educational, or not-for-profit organizations or institutions that visit the Museum, are required to book a program a minimum of 2 weeks in advance. Groups of 12 people or more are not permitted into the Museum for self-guided tours.

Groups must be a minimum of 12 people in number to book a program. All bookings, fewer than 12 people, will be charged a minimum flat rate correlating with their selected program.

Chaperones are admitted for free. Chaperones' ratio is 1:12 (chaperones to participants). Any additional adults outside of the ratio will be charged the ticket rate. Exceptions are made in cases where additional chaperons are required for one-on-one care of a participant. Upon booking, you must indicate the expected number of chaperones and participants.

Groups must not exceed a maximum of 60 participants.

Number of Participants	Number of Chaperons Required [not including one-on-one support workers]
1-12	1
13-24	2
25-36	3
37-48	4
49-60	5

Conduct

Chaperones are responsible for the conduct of their participants while at Eldon House.

Participants must be closely supervised, and all groups must be accompanied by Historical Interpreters. In the case of disruptive behaviour, the disruptive individual(s) or group may be asked to leave (no refund permitted).

Verbal abuse, physical abuse, profanity, and antagonistic behaviour is not tolerated towards Eldon House staff, volunteers, and fellow museum visitors. All visitors must follow the Museum's code of conduct regarding museum etiquette.

Eldon House is a smoke-free zone and open flame free zone. Smoking/vaping is not permitted anywhere on the grounds.

Belongings

Large purses, backpacks, and other oversized bags are not permitted on tour while inside 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. Flash photography and filming is not permitted during our tours and programs. No photography is permitted of Eldon House staff, volunteers, or visitors without their consent.

Parking

There is no parking on site as Eldon House is a heritage property. There is public parking in and around the area. Buses/vehicles may stop on Ridout St. in front of the Eldon House front gate to drop off museum visitors. For those with mobility issues, we recommend parking in front of the Eldon House gate and escorting the individual(s) up to the front door of Eldon House followed by the driver parking their vehicles on nearby street/public parking lots.

Washrooms

Washrooms are in the Interpretive Centre behind the Museum proper.

Museum & Grounds Accessibility

The entrance to the Museum and the first floor is accessible for wheelchairs, walkers, strollers, etc. However, the second floor is accessible only by a staircase. We can provide a 10-minute virtual tour of the second floor narrated by one of our Historical Interpreters upon request.

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.

Eldon House does not have a place to purchase food or beverages.

Gift Shop

The main building hosts a small gift shop. Visiting the gift shop is not part of our scheduled program. If you wish to make a souvenir purchase, please ensure you communicate upon booking that you require designated 'gift shopping' time. Purchase can be made via cash, debit or credit.

TO BOOK A PROGRAM at Eldon House, visit our website at <https://eldonhouse.ca/tours/>

FOR MORE ENQUIRIES contact the Program Coordinator at info@eldonhouse.ca