



Maidu Museum & Historic Site School Tour Policies

- ❖ **Group Size:** Each group should have no more than 35 participants, including teachers and chaperones. **No more than 8 chaperones per tour group** (in addition to teachers) are allowed. **We require at least 1 adult for every 10 children.** We can accommodate up to 2 groups per day.
- ❖ **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 inside our facility.
- ❖ **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. You will be charged based on the number of participants the day of the program.
- ❖ **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.

1970 Johnson Ranch Drive
Roseville, CA 95661
(916) 774-5935

www.roseville.ca.us/museum