

## **Policies & Procedures**

***For complete enjoyment by all visitors we would like to stress the following:***

- Please visit the museum **BEFORE** shopping in our gift center.
- Please have an accurate head count before you reach the admission desk. The number needs to be broken down by students and adults (teachers included).
- Group reservations do not require a deposit.
- Groups that book outside regular business hours who fail to show or give less than a 24 hour notice will be invoiced for the total reserved.
- Payment can be made by cash, check, or credit card.
- Please be prompt; problems can occur when groups arrive early or late.
- In the event your tour of Gettysburg is running behind schedule, please notify us so that we will be able to accommodate your group's arrival.
- Encourage your group to bring cameras and take pictures. Flash photography is permitted.
- No food or drinks are allowed in the gift shop or museum.
- Please refrain from using cell phones in the museum as a courtesy to all guests touring our attraction.

### ***Additional requirements for student groups:***

- Please gather your group outside prior to your tour while a chaperone registers your group at the museum entrance.
- We require a minimum of one adult chaperone for every 10 students. Chaperones must be at least 18 years of age, and must stay with/supervise their assigned children during the visit. A study guide and quiz is available for chaperones to use with students. Please inquire when booking your reservation.
- Alert your group that they may be sharing the exhibition areas and Battleroom Theater with other. Therefore, we ask that you keep your group together and moving along quietly.
- The gift center sells swords, cap guns, and pocket knives. If you do not wish for these items to be sold to your students, please tell them in advance. Additionally, please notify the cashier at check-in so our entire staff can be informed of the restrictions. Replica swords require an adult chaperone's permission at the time of purchase.

***We reserve the right to dismiss any group or individual who does not behave in an appropriate manner!***