



Private Guided Tour Policies

PAYMENT

- Changes can be made to your reservation up to one week prior to your tour date. After that, the final payment invoice becomes the final contract between your school/district/organization and the Pavek Museum.
- Full payment for the program is due one week prior to your scheduled date.
- Full payment must be made prior to arrival. If full payment is not received prior to arrival, your reservation may not be honored.
- If the headcount that arrives on site is more than your contracted number, you will be charged for each additional person, and that payment is due upon arrival, prior to the start of the tour.
- Refunds will not be given after the final payment date if the headcount is less than your contracted number.

HEADCOUNT & ATTENDANCE

- Tours have a maximum attendance of 15 people per tour guide. This does not include aides for specific guests and chaperones.
- One chaperone over the age of 25 is required for all student and youth groups. If students need to be split into smaller groups during the program (e.g., one group of 30 into two groups of 15), each group must have at least one chaperone over the age of 25.
- There is a maximum allowance of two chaperones per student/youth group of 15. This allowance does not include paraprofessionals assigned to specific students.
- Any chaperones that exceed the maximum amount allowed will be charged the tour fee upon arrival if not invoiced prior to final payment.
- Final headcount is due one week prior to your scheduled date.

CANCELLATION

- To qualify for a full refund, cancellations must be made no less than 72 hours prior to your scheduled date.
- Cancellations made less than 72 hours prior to your scheduled date will incur a 50% cancellation fee of the amount invoiced/paid.
- No-shows are nonrefundable.
- We request a 2-hour notice for cancellations made due to inclement weather conditions and will work to reschedule your visit.
- The Pavek Museum reserves the right to cancel any program in advance of inclement weather to protect the safety of staff, volunteers, and patrons. If we must cancel due to weather, every effort will be made to reschedule your reservation.
- Changes or cancellations must be made in writing by emailing the Managing Director, Nina Larson Weber, at nina@pavekmuseum.org.