

# Adult and Family Group Tours

## FAQs Sheet

1/2012

Alden B. Dow Museum of Science and Art welcomes large groups of people visiting the museum to schedule in advance to receive a special discount rate. Experience the wonderful selection of exhibitions we offer each year at a reduced rate. These visits may be guided or unguided; a guide must be requested at time of booking.

### Rates and Scheduling:

We provide a **discounted rate** for groups of 15 people or more. *To qualify for this rate*, a tour must be scheduled with the museum education department at least two weeks prior to the date of the visit and the provided contract must be signed and returned. Group visits are only scheduled during regular museum hours; please plan your trip accordingly. **Group organizers must decide if they want a tour guide or not at the time of scheduling.**

**Payment:** Group contact must return a signed contract with payment of the contracted amount to secure the reservation. We accept check or credit cards (V/MC/Disc). If a Purchase Order must be used, please inform us at the time of scheduling and submit PO to us as soon after scheduling as possible. Payment may be phoned in with a credit card to our ticket office at 989.631.8250.

**Cancellation Policy:** If cancellation is confirmed at least 14 days prior to the visit, half of the pre-payment will be returned. Notification of cancellation less than 14 days before the scheduled visit will result in no refund. In the case of last minute cancellation, please contact the MCFTA switchboard at 989.631.5930 (dial 0).

- ❖ Groups of less than 10 people, may pre-purchase tickets through the MCFTA ticket office at 989.631.8250; but will not be provided a tour guide.

Tour guide optional for the following:

- ❖ Groups of 10-14 people pay regular museum admission rates.
- ❖ Groups of 15-24 people qualify for a 10% discount on museum admission.
- ❖ Groups of 25 people or more qualify for a 15% discount on museum admission.

Tour guides are free of charge, however donations to the museum in lieu of this fee are greatly appreciated.

### Tour Guide:

For most exhibitions, we recommend a guided visit. Our guides are trained extensively for each exhibition. A guided experience can dramatically increase the quality of your visit and will provide insight and details about the exhibitions that even the most experienced museumgoer can appreciate.

Please contact the Guest Services Team to schedule your visit.

#### Guest Services

Midland Center for the Arts  
1801 West St. Andrews Road  
Midland, MI 48640  
1-989-631-5930 or  
1-800-523-7649

[museumtours@mcfta.org](mailto:museumtours@mcfta.org)