

# Group Tour & Program Registration Form

Please complete the following form and email it to [bookings@bytownmuseum.ca](mailto:bookings@bytownmuseum.ca) at least two (2) weeks in advance. Program requests are only for **groups of ten (10) or more participants**.

**Please note that partial forms will not be accepted.**

**The completion of this form does not confirm your reservation.** We will reply to your request within 2-3 business days.

For more information, call 613-234-4570 x226 or email [info@bytownmuseum.ca](mailto:info@bytownmuseum.ca)

Primary Contact	
Institution Name:	
Contact Name:	
Telephone Number:	
Mailing Address:	
Email Address:	
Secondary/Emergency Contact	
Name:	
Telephone Number:	

Number of Participants by Age Group	
Children (under 12):	Adults:
Students (with student ID):	Seniors (55+):
Chaperones:	Tour Operators:

For all student groups, the museum requires a ratio of one (1) adult for every twelve (12) students. It is the responsibility of chaperones, tour operators, and supervisors to ensure proper group conduct.

<b>Preferred date and time</b>	
<b>Alternative date and time</b>	

Due to its location and age, the Bytown Museum may close on short notice due to inclement weather or other emergencies beyond our control. In such an event, your group will not be charged, and your primary contact will be notified immediately to reschedule.

Language		
English		French

Accessibility	
Please indicate your group's accessibility needs.	

The Bytown Museum strives to make our building, collections, exhibitions, and programs as accessible as possible. Please review the following accessibility considerations for our site:

- Due to the museum’s location at the Ottawa Locks in downtown Ottawa, public parking is limited and only available upon request.
- There is an elevator allowing access between the 1<sup>st</sup> and 2<sup>nd</sup> floors; however, it does not grant access to the 3<sup>rd</sup> floor gallery.
- There is a universally accessible washroom located on the 1<sup>st</sup> floor.

Tour / Program Selection			
Indoor Guided Tour: Discover Ottawa’s History	Indoor/Outdoor Guided Tour: Lock Talks	Confederation: Have Your Say	Click! Picture Yourself in the Capital

Payment		
<b>Method of Payment</b>	Credit Card	
	Debit	
	Cheque	
	Cash	
<b>Collateral Credit Card</b>	Credit Card Number:	
	Cardholder Name:	
	Cardholder Postal Code:	
	Expiry Date:	
	CVC:	
Time of Payment		
Before Tour	Upon Arrival	After Tour

**Fees and Payment**

Payment will be processed on the day of the tour in a single payment unless otherwise agreed. Payment must be made in the form of Visa, MasterCard, AMEX, Interac, cash, or cheque made payable to MUSÉE BYTOWN MUSEUM.

**A Collateral Credit Card is required to complete your reservation. This card will only be charged if no payment is received on the tour date and no invoicing arrangements have been made, or if you cancel your booking without providing notice.**

If you would like to be invoiced, provide written notice at least 72 hours (3 days) before the booking date. Any additional charges incurred during the visit will be invoiced and made payable within 30 days of receipt.

Prices below include taxes. Valid until December 31, 2024. Rates cannot be combined with any other discount, promotion, coupon, or special offer.

**Please note: If no payment is received on the date of the tour, and no invoicing arrangements have been made, the collateral credit card will be charged for the full amount of any program or cancellation fees.**

Type	Guided Tours	Confederation: Have Your Say	Click! Picture Yourself in the Capital	Cancellation Fee
Adult	\$10	\$13	Not available	\$5
Senior (55+)	\$7	\$10	Not available	\$3.50
Student (with student ID)	\$7	\$10	Free*	\$3.50
Child (under 12)	\$4	\$7	Free*	\$3
After Hours Fee	Additional \$3 per person for tours outside regular hours (9:00 - 16:30)			
Chaperone (1 adult per 12 students)	Free			
Tour Operator	Free			
*This program is provided for free in partnership with the Department of Canadian Heritage.				

### Cancellation Policy

Cancellations must be communicated in writing at least 72 hours (3 days) in advance of the booking. Any cancellations without sufficient notice will be subject to cancellation fees for the total group size. **Please note: the collateral credit card information entered above will be used to process this charge.**

### Late Arrivals/Changes to Reservations

Changes to a reservation, including adjusted start time, changes in program or language, and changes in participant numbers greater than five (5) people, must be communicated in writing at least 72 hours (3 days) in advance of the booking. The Bytown Museum will do its best to oblige, though we cannot guarantee that all requests will be accommodated.

Please be advised that if your group should arrive late, the Bytown Museum cannot reduce the admission fee, and staff will shorten the program to avoid scheduling conflicts. It is at the museum's discretion to allow or refuse a group arriving more than 15 minutes late, or with more participants than indicated by the registration.

## Terms of Agreement

The following is a list of general regulations and rules of agreement and understanding between the Bytown Museum and any individual, community, or commercial group, hereto named the Client, wishing to use the Bytown Museum.

The Bytown Museum has two priorities when making the museum space available:

1. Protection of the building, artefacts, interpretive displays and exhibitions, the visiting public, and the conservation area.
2. Recovery of costs related to providing a clean, safe, historic, and welcoming setting for tours and programs.

## Rules of Engagement

1. The Bytown Museum reserves the right to deny admission or exclude from the premises any individual(s) whose behaviours negatively impact the museum, its guests, volunteers or staff.
2. In the event of property damage or loss during the booking period, the Client is solely responsible for replacing the damaged property and/or repair costs.
3. Running, jumping, or pushing is prohibited. Any violent or offensive behaviour and/or language may result in exclusion from the premises.
4. Any excess staffing, maintenance, set up or clean-up costs will be added to the cost of the bill at the discretion of the Bytown Museum.

**I have read and agree to the above Terms of Agreement and recognize that failure to adhere to these rules could result in the refusal/expulsion of the group or additional charges/fees.**

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Signature of Registrant

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Name (Print)

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Date