City of Kingston Pump House Steam Museum Programming
School/Life-Long Learning Group Booking Policy

To ensure your group visit is a success, the following requirements will apply**:**

i. Adult to child / youth ratio

For Educational or Group-based Programming, we require that children and youth are accompanied based on the following adult to student ratio:

JK-SK	-	1:5
Grades 1-3	-	1:8
Grades 4-6	-	1:10
Grades 7-8	-	1:12
Grades 9-12	-	1:15

Extra-support workers will be expected to accompany those individuals where your group members have special needs or special accommodations. Please contact the museum to discuss if needed. Please also inform the museum staff prior to arrival if someone in your group has special needs/accommodations, allergies, etc.

ii. Staff to attendee ratio

Unless otherwise advised of special needs or accommodations the ratio of our staff commitment to supporting your group will be:

May to August			**September to December, and April**		
1-12 individuals	-	1:12	1-20 individuals	-	1:20
13-20 individuals	-	2:20	21-50 individuals	-	2:50
21-35 individuals	-	3:35			
36-50 individuals	-	4:50			

If your group exceeds 50 individuals, please contact the museum to discuss.

GROUP MANAGEMENT

Programming activities are approximately 75 to 90 minutes long or half-day programs. The program will begin at the time of visit as indicated on the booking form. To receive the full benefit of the experience and ensure the Program stays on schedule, we ask that your group arrives on time. We are unable to delay or repeat the content of the program for participants that arrive late.

Educators and Group Leaders must take an active role in supervision and be entirely responsible for discipline of the group. In the case of school/youth groups, behavioural issues

are to be responded to appropriately by chaperoning supervisors. If a situation arises which our staff deems as dangerous or disrespectful to other participants, general patrons or museum staff, the museum reserves the right to momentarily or permanently stop the activity or programming event.

It is the Booking Agent/Educator's responsibility to ensure that, prior to arrival, all group participants are made aware of the guidelines for their behavior during their visit to the facility. We greatly appreciate if your group could wear nametags to help our staff identify individual members, as our site will continue to be an open space for general patrons of the community. At the time of booking, please advise us of your arrival method, so we can best be prepared for your arrival or parking accommodations.

PAYMENT AND FEES

Single Tickets: Elementary or Secondary Child/Youth	75-90 min program:	$3.80/individual
	Half-day program:	$6.60/individual
	Full day program:	$13.10/individual
Adult/Senior/Post-Secondary Student	program:	$6.30/individual

Everyone in attendance requires a ticket. For every twenty tickets purchased, you will receive one complimentary ticket. Cash, VISA, MasterCard or Cheque payable to the City of Kingston are accepted. **A credit card number will be required by phone to confirm reservation**. The City of Kingston reserves the right to charge the credit card to cover any unpaid expenses. If special arrangements are required, they should be made in advance. <u>There are no admission fees for adults such as Educators, Group Leaders and Parent Volunteers attending Children's Programs.</u>

Final numbers will be settled 4 weeks prior to the programming visit at which time your invoice will be prepared. Please note there are no refunds on confirmed tickets with the exception of a weather-related cancellation. Verification of reservation will be issued once all signed documentation has been received and final method of payment has been arranged with City of Kingston Museum Staff. Invoices must be paid in full at the time of programming visitation.

CANCELLATIONS

Notified cancellations must be given in writing and are governed by the following guidelines:

By the Booking Agent/Educator:

- with 14 or more days' notice prior to the date of the program the applicant will be given the choice of an alternative date.
- with same day to 13 days' notice prior to your program date the applicant forfeits 100% of the total fee.

By the City of Kingston or Associated Museum,

- prior to the date of your program due to unforeseen mechanical or facility difficulties or inclement weather – the applicant will be given the choice of an alternative date, or to receive a full refund.
- after your program has begun due to unforeseen mechanical or facility difficulties or inclement weather – the applicant will be given the choice of alternative dates, or receive a pro-rated refund.

Refunds will be issued within 2 months of the cancellation date.

GENERAL

The Museum will not be responsible for loss or theft of any items brought to its facilities. We recommend that your group wear appropriate clothing or bring appropriate supplies, such as closed-toed shoes, sunhats, sunscreen, bottled water, etc., in order to be comfortable outdoors for extended periods of time. It is the booking agent or educators' responsibility to relay this information to students, parents or participating group members. The City of Kingston or Associated Museum reserves the right to cancel this contract for any reason, at which time a full or pro-rated refund of the deposit will apply. The City of Kingston or Associated Museum reserves the right to make any changes to this contract for any reason.

The Booking Agent/Educator hereby releases, waives and forever discharges the City of Kingston, its employees, agents, officials, contractors, representatives, elected and appointed officials, from any and all claims, demands, damages, costs, expenses, actions and causes of actions whatsoever, whether in law or equity, in respect of injury, loss or damage to personal property. The Booking Agent/Educator takes full responsibility for obtaining signed permission forms from any person participating as part of a group in which the Booking Agent/Educator is acting on behalf of. The Booking Agent/Educator further agrees to ensure that the signed permission forms indemnify all of the aforesaid from and against any and all liability incurred by any of them arising as a result of, or in any way connected with the issuances of this permit.

I, the Booking Agent/Educator, have read and fully understood the above School/Life-Long Learning Group Booking Policy.

X _____ X _____

Applicant Signature Date

Please sign and mail, fax (613-542-4633) or e-mail the signed Booking Policy, the Group Booking Form and Photo Release Form to www.steammuseum.ca. Where required, the Photo Release Form must be signed for each individual or respective guardian if the individual is under the age of 18 and returned with this document.