

TOUR POLICIES AND INFORMATION
Updated 11/17/2006

Below are the policies of the August Wilson Center's Tour Program. We ask that all visitors who come for tours respect these practices so that we may create a safe, positive, enriching educational experience for all participants. **All groups wishing to tour our 209/9 gallery must contact the August Wilson Center to schedule their visit.** In order to maximize the exhibit experience for scheduled group program participants and walk-in visitors, groups arriving unannounced may be disbanded/split/invited to visit at a later time or date at the discretion of AWC staff. Guided tours cannot be given to groups without reservations. To schedule a tour, or for more information, contact Education Associate Sarah Williams at 412-258-2664 or at swilliams@augustwilsoncenter.org.

Mutual Respect: The August Wilson Center respects and welcomes people of all backgrounds who participate in our programs, regardless of race, age, gender, faith, disability, and sexual orientation. We expect that all who participate in tours will share the same respect for one another and for the August Wilson Center staff who lead their tours. Disruptive, offensive, or blatantly prejudiced comments/behavior will not be tolerated during tours, and we expect that chaperones/tour leaders will take active roles in discouraging such behavior.

Tour Hours: Tours may be scheduled generally Mondays-Saturdays from 10:30 to 3:30 p.m. Groups requiring alternate hours for tours should discuss their specific circumstances with AWC staff. Tours must be scheduled at least two weeks in advance to ensure proper preparation.

Group Rates: Group rates for tours are \$3/person, payable by check to the August Wilson Center for African American Culture no later than 3 business days before your scheduled tour. Tour cost is calculated according to the number of people you indicate when you book your tour. Tours are not completely confirmed until payment is received. Checks should be delivered to: August Wilson Center for African American Culture, Attn: Sarah Williams, 425 Sixth Avenue, Suite 1750, Pittsburgh PA 15219.

Accessibility: Only the first floor of the gallery is accessible at this time. Those who are unable to negotiate steps may use the gallery's side entrance to enter the Education Center. Restroom facilities are fully accessible.

Chaperones: We require that two chaperones accompany every 10 students under 18 years old. For special needs groups, additional chaperones may be necessary; please contact AWC staff to discuss arrangements. For adult groups, we suggest one leader per 10-15 visitors. Chaperones/tour leaders receive free admission.

Parking: We do not have parking facilities available for cars or school buses. We recommend that cars park in one of the following Downtown lots which are within easy walking distance to the gallery: Ninth and Penn Garage, entrance on Penn Avenue; Smithfield Liberty Garage, entrances on Smithfield Street/Liberty Avenue. School buses may drop off students at the gallery entrance at 209 9th Street, but may not remain in front of the gallery due to traffic issues.

Lunch Facilities: The Education Center is available for groups to eat lunch before/after their tour. Food must be kept to the Education Center only. Maximum number is 30 visitors. Tour leaders must indicate that lunch facilities are needed when booking their tour.

Electronic Devices: Out of respect for one's fellow visitors and AWC staff, during tours visitors should please either set to vibrate/silent or turn off their cell phones, PDAs, pagers, alarm watches, etc.

Protection of Artwork: We ask that visitors be aware of their surroundings at all times, particularly with exhibits featuring three-dimensional work. Art may not be touched. Photography is allowed in the galleries for personal and educational use only. Large bags/backpacks should be left either on the bus, or in the Education Center. Visitors may sketch with pencil only in the gallery. Smoking is not permitted in the building.

Cancellation and Late Arrival Policy: Groups may cancel their tour any time before we receive your payment. Once we receive your payment, groups who cancel within 72 hours of their tour will be given a 50% refund.

Groups who arrive up to 20 minutes late will still be given a tour, however, a full tour cannot be guaranteed. Groups who arrive 30 minutes late or more cannot be given a guided tour, but are welcome to explore the gallery on their own. Groups who arrive 30 minutes late or more, or who do not show for a tour, will not receive a refund.

In the case of unforeseen circumstances that prevent tours from occurring (e.g. accidents, bus trouble, gallery closings, inclement weather), groups will receive a full refund.