

EL MUSEO DEL BARRIO

ADULT & COLLEGE IN-PERSON/VIRTUAL GROUP PROGRAMS FAQ & GUIDELINES

How do I reserve a program?

Explore our current onsite and virtual group programs online and fill out the Virtual or In-Person Adult Group Visits Request Form or the Virtual or In-Person College/University Group Visits Request Form. Upon completion, you will receive an automated response confirming receipt of your request. An official email, based on availability, will follow confirming your reservation. To complete your reservation, please confirm the receipt of this email. Please be sure to share reservation details with your group participants.

To request an Adult private group reservation, please complete the Adult Virtual Group Visits Request Form or the Adult In-Person Group Visits Request Form.

To request a College/University group reservation, please complete the Virtual College/ University Group Visits Request Form or the In-Person College/University Group Visits Request Form.

How far in advance do I need to request a reservation?

We recommend that you submit your program request at least three weeks in advance, as there is limited availability and programs are first come, first serve.

Are El Museo's programs interactive?

Yes, El Museo's Virtual Tours and Workshops are designed to encourage inquiry, dialogue and critical analysis. Our highly trained Museum Educators will use interactive techniques to engage participants in dynamic learning opportunities.

How many participants can attend a program?

There is a maximum of 35 participants per Virtual Program session and a maximum of 25 participants per In-Person program. Please note that at least one Group Coordinator or Instructor must be present for the entire program.

How much does each program cost?

The cost for each adult program varies based on the selected program and group type.

For College/University groups, the cost is \$200 per 60-minute program and \$250 per 90-minute program.

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What are the Zoom protocols for Virtual Programs?

El Museo will use Zoom as the platform for the virtual program. The confirmation email from the Museum will include Zoom protocols, log-in information, and recommendations on how to best prepare for the program. If you prefer another platform (non-Zoom), please let us know your preference on the reservation form.

How do I pay for the Program?

Upon confirmation of your program, you will receive a price quote for your review and **you will receive a separate email with your invoice from our billing department with instructions to make payment.** Payment must be received at least two weeks prior to your scheduled visit date in order to keep your reservation, or it will be subject to cancellation. El Museo accepts payments by check, credit card, and purchase orders. For more information regarding payment by credit card and purchase order, please email groupvisits@elmuseo.org. Checks made payable to El Museo del Barrio may be sent to the following address:

El Museo del Barrio Attn: Finance Department Re: Group Visits 1230 Fifth Avenue,
New York, NY 10029

What if my group shows up late for a program?

If you anticipate that your group may be late for the program, please notify the Education Department at groupvisits@elmuseo.org. In the event that your group shows up more than twenty minutes late, please note that we reserve the right to cancel your program.

What is the cancellation policy?

Because we have a limited number of program opportunities, cancellations impact our ability to serve other groups. Please note that if the program is canceled less than five business days prior to the program, prior payment will be non-refundable or a cancellation fee will apply based on the program rate, **including for Title 1 schools.** All cancellation notices and rescheduling requests must be e-mailed to groupvisits@elmuseo.org with the subject line "Booking Cancellation".

Do you have resource materials available for further study?

Yes, El Museo has a variety of digitized resources available on our website.

Please check www.elmuseo.org for updates. If you have additional questions, please contact groupvisits@elmuseo.org.

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