



## Group Visit Policies & Guidelines

The Delta Flight Museum welcomes schools, camps, and community groups of all ages. We invite you to request either a guided visit led by a trained Museum staff member or volunteer, or a self-guided visit which allows you to lead your own group through the Museum.

### Groups

For all groups of ten (10) or more people, reservations are strongly encouraged. Groups are added to our Museum calendar once reservations are made. Please call (404) 715-7886 for pricing and availability. If you choose to book a guided tour, please let us know at least one week in advance so that we may make proper arrangements.

We require children's groups to have a minimum of 1 adult chaperone for every 10 students (1:10). We strongly encourage K-5 student groups to bring additional chaperones. For groups of children under 5 years old, we require a minimum of 1 adult for every 5 children (1:5). All group reservations are subject to evaluation on a case-by-case basis.

Groups need convene together prior to checking in at the admissions desk. An average visit lasts 1-2 hours. The Museum's closing procedures start at 4:15, so please plan your visit accordingly.

### Tour

A group may add a guided component to their visit. Each tour lasts approximately one hour. Tours are limited to 25 people (including chaperones). If your group is larger than 25, you will be required to divide into two groups. The tour fee will apply to each group of up to 25 people. For groups over 50 people, you may either book an orientation in our theater or proceed to a self-guided visit.

Youth groups of 100+ people (including chaperones) are required to add a 30-minute orientation in our theater. Theater fee will apply. Theater seats 117.

### Payment

- Group payments are preferred in advance, but are required to be made no later than the date of your visit. If you do not have a confirmed group headcount, please pay upon arrival as no refunds will be issued at the register.
- Payments may be made by cash, credit card, and check (personal or organizational) made payable to the Delta Flight Museum.
- To expedite your check-in process, we ask that the group leader proceed to the admissions desk in the Museum lobby to check in and/or process any payments owed. Please note that we do not keep credit cards on file.
- It is preferred that one payment be made for the group by the group leader versus individual payments.
- If you have paid in advance, but your group size has grown, additional group tickets may be purchased upon arrival at the admissions desk at the group rate. Please note that if you have reserved a guided tour, this addition may affect your guided tour experience.

## **Cancellations**

To cancel your reservation, please call (404) 715-7886 as soon as possible so that we may release your tour appointment to a different group. If you have prepaid, we will either reschedule your group or issue you a refund.

The Museum reserves the right to cancel reservations.

## **Arrival**

- Please plan to arrive 15 minutes before your reservation time in order to allow time to check in with Security. Groups will not be permitted to enter the Museum before 10am.
- If running more than 30 minutes late, please call the Museum at (404) 715-7886 as soon as possible. If you have a guided tour booked, please note that we may have to reduce the length of the tour to accommodate other scheduled groups.
- All Museum visitors must check in at the admissions desk in the front lobby.

## **During Your Visit**

- **All students must be accompanied by an adult chaperone at all times.**
- Conduct - Please review these guidelines with your group, teachers, and chaperones prior to your visit. Groups not able to adhere to these guidelines will be asked to leave. Your cooperation is greatly appreciated.
  - Safety is important. Running, yelling, rough-housing, climbing on exhibits, and rough handling of artifacts are strictly prohibited.
  - Please do not use exhibit cases, wall, kiosks, or pedestals as writing surfaces.
  - Although discussion is encouraged, please remember that we are located on a corporate campus. Please use your “inside voice” throughout the Museum at all times.
  - Please note that there may be other visitors at the Museum while you are here. It is important that your group is focused and respectful of others.
  - No abusive language or gestures are permitted in the Museum.
- No food, drink, candy, or chewing gum is allowed in the hangars. Dispose of all trash in trash receptacles.
- Sometimes the Museum needs to close select exhibit areas to visitors. Museum staff will let the group leaders know which areas are closed, if any, upon check-in at the admissions desk.

## **Photography**

- Personal photography in the Museum is encouraged.
- Specialized photography/video recording requires authorization by the Museum/Delta administration in advance.
- Reproduction or sale of photographs is not allowed without written permission from Museum/Delta administration.

## **Bus Parking and Lunch**

- Buses can drop-off and pick-up guests in front of the Museum’s hangars. Upon arrival, Museum staff or Security will direct the bus driver to designated bus parking. Parking is free.
- The Museum does not have a designated area for school groups to have lunch on site. Groups may eat on the bus. If you choose to eat onsite, please bring an empty trash bag with you and remove your trash upon departure.

For directions and information about the aircraft on display, please visit [www.deltamuseum.org](http://www.deltamuseum.org). If you would like to ask questions prior to making your reservation, please do so by calling us at (404) 715-7886. We look forward to seeing you soon!