

Dear MGP Volunteers,

I am so excited that you all are so excited about the “Louvre and the Masterpiece” exhibition and bringing groups to visit. This seems like a good time to review the museum’s policies on scheduling group tours for special exhibitions to make sure that the scheduling experience is pleasant and efficient for guides and Visitor and Member Services staff.

All adult groups must be scheduled through the phone center, 612 870-6323. Please see attached description of the steps for scheduling your own groups. All school groups (K-12 and university) are requested via a tour request form, and scheduled by Jennifer and Paula in the tour office.

All Louvre Tickets are timed and dated. All groups, including those organized by guides, should be scheduled during the times allotted for college and adult group tours. These are:

Weekdays 12:00 noon, 12:30 p.m., 1:30 p.m., 2:30 p.m. and Thursday evenings at 6:00 p.m.

Saturdays: 10:30 a.m., 11:45 a.m., and 3:00 p.m.

Sundays: 1:30 p.m. and 2:45 p.m.

Exceptions: 11/26/09, 12/24/09 and 12/25/09. There are no tours scheduled in the morning on 1/1/09 when museum open hours are 12 noon to 5 p.m.

No private or public tours the first week of the exhibition, October 18-25, 2009.

No private or public tours the last week of the exhibition, December 31-January 10, 2010.

No private or public tours on Family Day, November 8, 2009 and December 13, 2009.

*****Please be respectful of museum visitors to the Louvre exhibition and your guide colleagues: do not bring groups in for unscheduled “private” tours, and refrain from leading “tours” during the first and last week of the exhibition when no tours are scheduled. *****

Additional Tour Information

Public Tours

Public tours will be offered Tuesdays through Sundays at 2 p.m. and Thursday evenings at 7 p.m.
Public Tours begin October 27 and end December 30, 2009.

ASL-interpreted tour

An ASL-interpreted tour is offered Sunday, November 1, 2009 at 1 p.m.

Guided school group tours

Tues. – Fri.: 10:15 a.m., 10:30 a.m., and 10:45 a.m.

Capacity: 60 per time slot (3 docents assigned)

Self-guided tours

Weekday self-guided tours for school groups: Tues. – Fri.: 10:00 a.m. only

Capacity: 60 per time slot

Self-guided university group tours: Tues. – Fri.: 12:15 p.m., 12:45 p.m. and 1:45 p.m.;

Thursday evenings: 6:15 p.m.; Saturdays: 10:45 a.m. and 1:00 p.m. and 3:15 p.m.;

Sundays: 1:45 p.m. and 3:00 p.m.

Capacity: 40 per time slot

Procedures for guides reserving adult group tours of “The Louvre and the Masterpiece”

Groups requesting a docent-led tour buy tickets in increments of 10 to 20. (Up to 40 individuals can be scheduled per time slot. A maximum of two docents, each touring up to 20 people, will be scheduled.)

To reserve an adult group tour, call the Phone Center at 612 870-6323.

Tickets must be reserved a minimum of three (3) weeks prior to the tour.

Tickets must be paid no later than two (2) weeks prior to the tour.

Tickets are non-refundable, non-exchangeable.

Non-member adult groups pay \$125 for 10 to 20 individuals. A \$5 handling fee is included. If your group is entirely non-members a master ticket will be issued for the group. This master ticket will be held at “will call” to be picked up on the day of the tour.

If an adult tour group has 15 or more **verified current members** (or 75% of a group are members) the tour is free.

Members in any group do not pay. However, non-members in groups that are less than 75% members will pay the adult non-member fee of \$14.00 (weekdays) or \$16.00 (weekends).

If there are both members and non-members in your group, please make every effort to have the member numbers available when you call to reserve your tour. If you are unable to provide membership numbers at the time of your initial call, we highly recommend that you call the Phone Center **two (2) weeks prior** to the scheduled tour to provide this information.

If you are unable to provide membership numbers in advance, your group should **arrive at least fifteen (15) minutes** on the day of the tour to allow you ample time to provide membership numbers for all members in your group to the staff person at the Third Avenue information service desk. Members will receive member tickets at that time; each non-member will receive a ticket upon receipt of payment.

Guides are strongly encouraged to reserve their tours during those predetermined times designated for group tours (see front sheet). If this is **absolutely** impossible, you will be directed to contact the Phone Center Supervisor. The Phone Center Supervisor will set up a special event in the exhibition ticketing system if space is available at the time you are requesting. Please make every effort to schedule your groups during the designated time slots.

Your tours will be booked under your name. The phone center staff does not handle tour credits at all. They will send all of your tour reservations to the tour office. Jennifer and Paula will make sure you receive credit for all scheduled tours.

We hope you all enjoy bringing your friends and family to “The Louvre and the Masterpiece.” I want to reiterate that we need you, out of respect for museum visitors and your guide colleagues, to refrain from bringing in groups for unscheduled “private” tours, and from leading “tours” during the first and last week of the exhibition when no tours are scheduled. Thank you for your cooperation and enjoy the show!