

## **Tours for *Rembrandt in America***

As we anticipate the crowds for *Rembrandt in America*, it's a good time to review the museum's policies on scheduling group tours for special exhibitions to make sure that the scheduling experience goes well for both docents and Visitor and Member Services staff.

All adult groups must be scheduled through the phone center, 612-870-6323. Please see the description of the steps for scheduling your own groups (page 2). All school groups (K-12 and university) are requested via a tour request form, and scheduled through the tour office. If you want to bring in a school group not scheduled for Rembrandt, **you must check with Paula or Jennifer at least by the day before to determine if this is possible**. They will notify the person at the VMS Target Gallery desk that you have permission to enter.

### **Tours will be offered June 26 – September 7, 2012.**

No private or public tours will be given September 8-16, except the ASL-interpreted public tour on September 9.

**All Rembrandt tickets are timed and dated. Because this is a summer show, we are making all time slots available to all groups. The available private tour times are:**

### **PRIVATE GROUP TOURS – pick up tickets at “will call”, now at the VMS desk** **Weekdays**

Tuesdays – Fridays: 10:00 a.m., 10:30 a.m., 11:00 a.m.  
12:00 p.m., 12:30 p.m., 1:30 p.m., 2:00 p.m., 2:30 p.m., 3:00 p.m.  
Thursday evenings: 6:00 p.m., 6:30 p.m.  
Capacity: 60 per time slot (4 docents assigned)

### **Weekends**

Saturdays and Sundays: 11:00 a.m., 12:00 p.m., 1:30 p.m., 3:00 p.m.  
Capacity: 60 per time slot (4 docents assigned)

**\*\*\*Please be respectful of museum visitors to the Rembrandt exhibition and your docent colleagues: do not bring groups in for unscheduled “private” tours. \*\*\***

### **SELF-GUIDED GROUP TOURS**

#### **Weekdays**

Tuesdays – Fridays: 10:15 a.m., 11:15 a.m., 12:15 p.m., 1:45 p.m., 2:15 p.m., 3:15 p.m.  
Thursday evenings: 6:15 p.m.; 6:45 p.m.  
Capacity: 60 per time slot

#### **Weekends**

Saturdays and Sundays: 11:15 a.m., 12:15 p.m., 1:45 p.m., 3:15 p.m.  
Capacity: 60 per time slot

### **PUBLIC TOURS**

Tuesdays – Sundays: 11:30 a.m. and 1:00 p.m. Two docents will be assigned whenever possible.  
Thursday evenings: 7:00 p.m.

#### **ASL-interpreted tour**

Sunday, September 9 at 1 p.m.

## Group Tour Reservation Procedure for Docents

**To schedule your own groups:** Tickets are available in increments of 10 to 15. (Up to 30 individuals can be scheduled per time slot with a maximum of two docents, each touring up to 15 people.)

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 \$90 weekdays and \$105 weekends for 10 to 15 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 75% or more **verified current members**, admission is free (7 out of 10; 11 out of 15). You need only supply the 7 or 11 member numbers.

Members in any tour group do not pay. However, non-members in groups that are less than 75% members will pay the adult non-member fee of \$12.00 (weekdays) or \$14.00 (weekends), or the group rate, whichever is less.

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.

### **This is the exception, not the rule:**

If you are unable to provide membership numbers in advance, your group should **arrive at least fifteen (15) minutes early** 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.

Docents **are strongly encouraged** to reserve their tours during the predetermined times designated for group tours (see page 1). 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.

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

We hope you will enjoy bringing your friends and family to special exhibitions. Please, out of respect for museum visitors and your docent colleagues, refrain from bringing in groups for unscheduled “private” tours. Thank you for your cooperation and enjoy the show!