

GUIDE TO PLANNING A GROUP VISIT



RESERVATIONS

- Reservations must be made at least three (3) weeks before the visit (availability is not guaranteed).
- Before you contact us, be sure to read through the [community program](#) on our website, and to have the following information on hand:
 - The title of the desired activity
 - The choice of language (English or French).
The activities are not bilingual.
 - The name and contact information for your organization
 - The number of participants (including teaching staff and any other chaperones)
 - The age range of the participants
(6- to 15-year-olds, families, people aged 16 and older)
 - Any special needs of the group
(e.g. autism, mental health, any physical or medical issues, reduced mobility)
 - Possible dates for your outing

TO MAKE A RESERVATION

Call us from Tuesday to Friday,
9 a.m. to 4:30 p.m.,
at 514-285-2000, option 2
(or toll-free at
1-800-899-6873).

TO CANCEL OR CHANGE A RESERVATION

To avoid any charges, please let us know by phone as soon as possible.

Regardless of when you arrive, the activity will end at the scheduled time.



BEFORE THE VISIT

Please ensure that the person who will be in charge of the group during the outing has the confirmation email sent at the time of the reservation (especially if this is not the same person who made the reservation).

For your reference, here is the [map](#) of the Museum's layout, which you can familiarize yourself with beforehand.

TRANSPORTATION AND PARKING

- Plan to arrive thirty (30) minutes before the activity's scheduled starting time.
- There are bus drop-off points located in front of the group entrance, at 2200 Crescent Street, and at 2075 Bishop Street.
- For adapted transit, use the address provided in the confirmation email.

Public transit

The Museum is less than a five-minute walk from the Guy-Concordia metro station (Guy Street exit), and a few steps from the 24 West bus stop (corner of Sherbrooke and Redpath Streets) and the 24 East bus (corner of Sherbrooke and Bishop Streets).

GROUP ENTRANCE

The group entrance is located at 2075 Bishop Street (unless otherwise indicated in the confirmation email).

To prepare for your arrival at the Museum, please take a look at [this document](#),  which gives a step-by-step breakdown of your visit.

For people with reduced mobility: There are designated parking meters available to disabled-parking permit holders in front of 3410 Du Musée Avenue and on Crescent Street, near the Guilde.



DURING YOUR VISIT

Upon your arrival, a security guard will open the door for you, should it be locked, and a member of our staff will greet you at the reception desk. This staff member will verify the name of the group as well as the exact number of participants and chaperones.

You will then be brought to the cloakroom, where you can leave your belongings.

The activity will start at the scheduled time, as soon as the group is ready to start. As applicable, a member of the Mediation team or Guide will then take you on your tour.

CODE OF CONDUCT

Those in charge of the group are responsible for ensuring the visit runs smoothly. We count on you to make the group aware of the Museum's rules and to encourage everyone to participate in the activities.

To ensure a successful visit, the people responsible for the group must remain with the group at all times.

You are invited to read the Museum's **Visitor Guide and Policies** so as to familiarize yourself with our code of conduct.

AFTER YOUR VISIT

Your comments and suggestions are invaluable in helping us improve our programming. You can share your feedback by writing to us at education@mbamtl.org.

THANK YOU AND ENJOY YOUR VISIT!