

GUIDE TO PLANNING A SCHOOL 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 [school program](#) on our website, and to have the following information on hand:
 - The number of participants (including teaching staff and any other chaperones)
 - The students' grade level
 - Any special needs of the group or of certain students
 - 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 cancel or change your reservation free of charge, please let us know by phone as soon as possible. If fewer than twelve (12) business days remain before the Museum visit, it will be impossible to make any changes, and the original invoice will be charged in full.



BEFORE YOUR 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).

To share the Museum's code of conduct with your students while having fun, we recommend this educational tool, which turns Museum etiquette into a game.

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 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.
- If you are travelling by school bus or chartered bus, please ensure you have allowed enough time for your journey. Keep in mind there may be roadwork or traffic that can cause delays.
- **Regardless of when you arrive, the activity will end at the scheduled time.**
- There is a bus drop-off point in front of the group entrance.

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).



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. You will then be brought to the cloakroom, where you can leave your belongings, before being divided into sub-groups.

As applicable, a member of the Mediation team or a Guide will then take you on your tour. For a self-guided tour, your group will be shown the designated galleries for your visit.

CODE OF CONDUCT

Teachers and chaperones are responsible for ensuring the visit runs smoothly. We count on you to make the group aware of the Museum's rules:

- Do not touch the artworks
- Walk calmly and don't block foot traffic
- Maintain a respectful noise level conducive to maintaining the calm environment we aspire to
- **For an optimal experience, students are invited to get the most out of the activity by putting away their cellphones**
- The items that are prohibited in the galleries must be left in the cloakroom:
 - Water bottles, drinks, food
 - Backpacks
 - Large bags or items (over 30 × 40 cm)
 - Umbrellas

Unless otherwise indicated, photos for personal use are permitted. The filming of videos and the use of a flash or tripod are strictly prohibited.

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.