Queens Museum Guidelines and Policies for Adult Groups

**Museum Visitor Policies:**
The Queens Museum welcomes visitors attending as a group. Our goal is to provide a positive museum experience for learners of all ages. To ensure we are providing your group with a safe environment and pleasant visit, please review our Guidelines in advance of your trip.

- **Enjoy the artwork and help us keep it safe:** Please do not touch the art, glass cases, or the gallery walls (unless otherwise specified).

- **Move carefully in the Museum.** To ensure your safety, visitors may not run in the museum. Skates, scooters, bikes and other recreational vehicles are not permitted in the museum. Mobility devices are welcomed. Please move carefully through small gallery spaces and in the Panorama which has a narrow pathway and a day-to-night lighting cycle, so it may be dimly lit at various times. Avoid blocking gallery entrances or doorways.

- **Please enjoy snacks before your visit.** No food, drinks, or gum is permitted inside the galleries. The museum does not have lunchroom facilities available for groups. Snack and beverage vending machines are available with limited selections.

  We encourage you to enjoy lunch in Flushing Meadows – Corona Park, just outside the museum entrance.

- **Photography IS allowed** and encouraged as long as your flash is off, you are not using any equipment (e.g. no tripods, lights or selfie sticks) and the photography is only for personal use.

- The Museum has created a [Social Narrative](#) for neurodiverse visitors, feel free to share this with your group to help prepare for your visit.

- **Please note that if anyone in your group is putting themselves, other museum visitors or museum property at risk, our security staff has the discretion to ask your group to leave the museum.**

**Adult Supervision and Chaperones (for visitors age 17 and under):**

- **We require at least 1 adult chaperone for every 10 child visitors.** This can include teachers, parents, nurses and paraprofessionals.

- Adult staff and chaperones are responsible for supervising children under the age of 18 at all times and supporting safe and appropriate behavior in the Museum during their visit.
We encourage chaperones to participate in the tour and promote safe museum behavior among children. Please share the following guidelines with chaperones who will be accompanying you:

- We encourage chaperones to participate in the gallery tour.
- Chaperones may not use their cell phones during the experience. We ask that their attention is fully dedicated towards the children and the program.
- Chaperones may not bring strollers, additional children or infants to attend the tour experience.

Groups are expected to follow directives from museum staff. Groups must be respectful to other museum visitors that may be sharing the gallery space.

**Payment Options**

Payment must be received at least 7 business days before your group arrives. We can process check or credit card in advance of your visit.

- If you intend to pay with a check by mail, the check must arrive in advance of your visit.
- Please write your INVOICE # in the memo section of your check.

**Cancellations and Rescheduling**

If you need to change or cancel your visit, please contact us as soon as possible.

Cancellation requests must be sent by email to education@queensmuseum.org two weeks prior to your scheduled visit. Your cancellation is only finalized once acknowledged by an email response.

Groups who cancel with less than two weeks notice will incur a cancellation fee of half the total cost of the program.

If you need to reschedule (with at least two week’s notice), we will make every effort to accommodate a new proposed date, but cannot guarantee a spot.

Groups who cancel with less than 48 hours notice, or do not attend on their scheduled date, are responsible for the full amount.

We reserve the right to cancel museum visits based on circumstances beyond our control. If we have to cancel a visit, we’ll notify you as soon as possible and assist you in rescheduling. If we are unable to reschedule, we’ll provide a full refund.

**Late Arrivals**

Groups are responsible for arriving at the Museum at their scheduled time. Please carefully review driving and/or public transportation directions in advance and be aware of traffic/transit issues.
Review our Visit webpage to note our location in Flushing Meadows-Corona Park, transportation recommendations, and any updates that may impact your travel.

Unfortunately, we cannot delay or extend the length of your guided tour because of late arrival. Late groups are still responsible for paying the full amount.

If your group is in transit and going to be late, please call our front desk at 718-592-9700, ext 233.

We do our best to be flexible with every group but late cancellations and no-show groups incur significant staffing costs to the Museum. Groups with outstanding invoices and groups that repeatedly cancel with late or no notice may be prevented from booking trips in the future.

Changes to your Reservation
Please let us know any requests to change your reservation as soon as possible by emailing education@queensmuseum.org. Please include your name, phone number, confirmation number, name of organization, and date and time of your visit.

If you are expecting more than 15 people your group is subject to an additional group visit fee and will need to divide into smaller groups.

Parking/Drop-Off
Buses and vans may stop on the Grand Central Parkway side of the museum and drop students directly at the entrance. Aside from drop-off and pick-up, there is no parking directly at the museum entrance.

Free parking with limited spaces is available in lots on either side of the museum. We recommend buses and vans park in the larger southside lot to the right of the Museum entrance.

Any More Questions?
Feel free to email us at education@queensmuseum.org.