



OLANA GROUP TOUR POLICIES & LOGISTICS

Thank you for booking your group tour at Olana! We look forward to your visit. Please read the following information carefully to ensure that your tour experience is as educational and enjoyable as possible.

Check-In & Payment. All group tours are scheduled for an arrival time 30 minutes prior to the start of their tour. Please use this time to check in with our staff in the Visitor's Center. The remainder of your balance must be paid at this time. Group tickets must be purchased in one bulk order; be sure to collect payment from your guests before arrival. We advise using this arrival period to allow guests to use the restroom and explore the Visitor's Center. Please remember that no refunds or adjustments can be made within 30-days if fewer guests arrive on site the day-of.

Late Arrival / Early Departure. We understand that the unexpected can happen and we do our best to accommodate late-arriving or early-departing groups. However, please note that either situation may result in an abbreviated or shortened tour experience, since our tours operate on a strict schedule that cannot be adjusted without affecting other visitors. Refunds will not be issued for shortened parts of your tour due to late arrival or early departure. Please contact us if you are running late and we will work to the best of our abilities to accommodate your group's needs.

Confirmation & Rescheduling. Please confirm your group size and arrival time with mlawrie@olana.org no later than 30-days prior to your visit. A final invoice will be sent to you at this time. If you must cancel or reschedule your tour date/time, please contact us as soon as possible. Our calendar is competitive; availability cannot be guaranteed. Cancelling or rescheduling is not permitted within 30 days of your visit and will result in a forfeiture of your deposit. The Olana Partnership reserves the right to cancel your tour due to unforeseen circumstances.

Bus & Parking. Your tour confirmation will include your arrival location, bus parking, and a map indicating their locations. Olana is a 250-acre property so please consult this map. Olana can accommodate parking for up to 2 buses. Group leaders should have their driver's cell phone number to communicate instructions and directions. If you are renting the Wagon House Education Center as part of your visit, please be advised that you will be responsible for your own transport within the site, including to the Visitor's Center and Main House.

**** PLEASE BE ADVISED: IT IS MANDATORY FOR BUSES TO DISEMBARK PASSENGERS IN THE BUS PARKING LOOP, NOT IN THE MAIN PARKING LOT, WHERE IT IS IMPOSSIBLE FOR A BUS TO TURN AROUND SAFELY****

Site Conservation Guidelines. The following items are prohibited inside the historic interiors: food/drink (including water), strollers, luggage, and backpacks. If possible, we recommend leaving belongings locked inside your vehicle or bus. Amateur still photography is permitted, without flash. We do not permit audio/video recording, tripods, selfie-sticks, cosmetics, and lighting and/or specialized camera apparatuses inside the main house. Drone use requires a NYS Permit. Cell phone use (calling or texting) is prohibited on tours.

Mobility. Olana tours require navigating landscape paths, moderate slopes, and stairs within the historic interiors. The Main House has wheelchair access to the first floor only. Please call to discuss mobility needs.

Landscape. Please take caution when exploring the landscape. Landscape tours will occur rain or shine, therefore we advise wearing weather appropriate clothing and comfortable walking shoes. Historic carriage roads are not ADA accessible and have moderate slopes. However, benches are located intermittently along the roads and provide spectacular views.

Pets & Service Animals. Leashed pets are permitted anywhere in the landscape (please collect waste). Service dogs, as defined by the Americans with Disabilities Act, are permitted where they are trained to "do work or perform a specific task." Emotional support, therapy, comfort and companion animals are NOT permitted inside the historic interiors.

Contact. For further questions or concerns, please call our Director of Visitor Services and Engagement, Mary Lawrie, at (518) 751-6770. If she is unavailable on the day of your visit, please contact our Interpretation staff at (518) 751-0344 for assistance.

Thank you for your consideration and we look forward to your visit!