



## **OLANA GROUP TOUR POLICIES & GUIDELINES**

Thank you for supporting Olana's group tours! We look forward to your group's visit; experiencing Frederic Church's 19<sup>th</sup> century historic masterpiece. Please read through the following to ensure a smooth visit on the day of your tour:

**Check-In & Payment.** Your group has been scheduled for a mandatory arrival time 30 minutes prior to your tour. Please use this time to check in with our staff in the Visitor Center. Payment may be expected at this time. Group tickets should be purchased in one bulk order, be sure to collect payment from your guests before arrival. We advise using this welcome period to allow guests to use the restroom and explore the visitor center. If your group size drops below our minimum, payment for the full minimum will be expected.

**Lateness.** Lateness may result in an abbreviated or shortened tour experience. Olana operates on a strict tour schedule that cannot be adjusted. Refunds will not be issued for shortened parts of your tour. Please contact us if you are running late; we will work to the best of our abilities to accommodate your group.

**Confirmation & Rescheduling.** Please confirm your group size and arrival time with [wmobile@olana.org](mailto:wmobile@olana.org) 60 days before your visit. If you must reschedule your group tour date or time, contact us. Our calendar may be competitive; availability cannot be guaranteed. Rescheduling will not be permitted within 30 days of your visit. The Olana Partnership reserves the right to cancel your tour.

**Bus & Parking.** Olana can accommodate parking for up to 2 buses. Please review our map to locate the bus circle and parking lots. Group leaders should have their driver's cell phone number to communicate instructions and directions. If you are renting the Wagon House, please be advised that a vehicle is recommended to commute your group to our main parking area. While Olana's parking lot may be limited, additional parking for cars is available along our driveway.

**\*\* PLEASE ADVISE: IT IS MANDATORY FOR BUSES TO USE THE BUS PARKING LOOP, NOT THE MAIN PARKING LOT\*\***

**Guidelines.** To help us continue our preservation efforts, the following items are prohibited inside the historic interiors: food/drink, strollers, luggage, backpacks. If possible, we recommend leaving belongings locked inside your vehicle or bus. Amateur still photography is permitted. We do not permit: flash, audio/video recording, tripods, selfie-sticks, cosmetics, lighting and/or camera apparatuses inside the main house. However, some may be permitted in the landscape. Drone use requires a NYS Permit. Cell phone use (calling or texting) is prohibited on tours.

**Mobility.** Olana may be difficult for some with mobility issues. Visitors will walk up and down stairs on some tours. Olana has wheelchair accessibility to the first floor only. For more details, please call to discuss mobility needs.

**Landscape.** Please take caution when exploring the landscape. We advise wearing weather appropriate clothing and comfortable walking shoes. Some carriage roads may be difficult for visitors with mobility issues and feature mild incline/decline. Roots along the path may create difficulty for wheelchairs / motorized scooters. Additional seating and benches are located among many of Olana's spectacular views.

**Pets & Service Animals.** Leashed pets may be 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 Engagement Coordinator at (518) 751-6938. If they are unavailable on the day of your visit, please contact our Visitor Center (518) 751-0344 for assistance.

Thank you for your consideration,

Olana Engagement Team