

VISITOR CHARTER

Our Vision

Through the arts, the Aga Khan Museum will build bridges between cultures.

Our Commitment

The Aga Khan Museum will provide an inclusive and welcoming environment for visitors and guests of all ages.

During your visit we will:

1. Provide a quality experience at every point in your visit.
2. Serve as an educational resource, providing you with trustworthy content on the arts of Muslim civilizations.
3. Offer insightful and engaging public programs that stimulate discussion within the context of mutual respect and diversity.
4. Communicate accurate, reliable, clear, and timely information about the Museum.
5. Remove barriers to access through our free programs and our continued commitment to an accessible environment. For more information please visit our Accessibility Page at <https://www.agakhanmuseum.org/visit/accessibility>

To uphold our commitment, we will put you, the visitor, at the centre of our decision making.

Our Service Standards

Our Service Standards help us deliver exceptional customer service and a life-enhancing visitor experience.

During your visit we will:

- Warmly greet, welcome, and acknowledge you at every point of contact.
- Actively listen and seek to understand and address your needs, and strive to meet, if not exceed, your expectations.
- Respond to your enquiry or issue in a timely manner and bring it to a resolution.
- Use your feedback to improve our services.

How to Contact Us

 416.646.4677 and press 0

 information@agakhanmuseum.org

 www.facebook.com/agakhanmuseumtoronto

 www.twitter.com/agakhanmuseum

 www.agakhanmuseum.org/visit/contact-us