



GROUP RESERVATIONS VISIT

Payment and Pre-Arrival Information

THANK YOU FOR YOUR INTEREST IN VISITING THE AGA KHAN MUSEUM

Here are some guidelines for booking a Group Visit with us. Once you have read through this booklet, please fill out a **Group Reservations Booking Form**, available on our website at agakhanmuseum.org/visit/group-visit.

GUIDELINES FOR BOOKING GROUP ADMISSION TICKETS

If you would like to book Group admission tickets **without** a Guided Group Tour, we encourage you to contact us as soon as possible at **416.646.4677 ext. 7730** to avoid disappointment.

GUIDELINES FOR BOOKING GUIDED GROUP TOURS

Please note that a request for a Guided Group Tour must be booked **at least 10 business days prior to the expected date of your visit**. Space is limited. Please provide **three** date options.

To receive a Group Rate for your Guided Tour, a **minimum of 10 admissions and 10 tour tickets** must be purchased. Groups with fewer than 10 people will be charged the full 10 admissions plus 10 tour tickets.

Here are the options for Guided Group Tours:

- General Museum Tour (1 hour)
- Special Exhibitions Tour (1 hour)
- Architecture Tour (1 hour)
- Aga Khan Park Tour (1 hour)
- Combined Tour (combines 2 of the above tours, approx. 1.5 hours)

Additional notes:

- If your Group wishes to tour the Ismaili Centre while visiting the Museum, we would be happy to facilitate that booking as well. Please include this request on the **Group Reservations Booking Form**.
- Special requests may require your Group's flexibility regarding length and/or timing of visit.

METHODS OF PAYMENT FOR GROUPS (WITH OR WITHOUT A GUIDED TOUR)

You have two payment options:

1. providing full payment at the time of your booking. **Please note that this option is required if your booking is made with fewer than 10 business days' notice.**
or
2. providing a deposit* prior to your visit, followed by payment of the final balance. **Please note that the balance is due two business days prior to your visit.**

*If you choose to book your visit with a deposit, a non-refundable amount of 50% of the balance of your order is due at the time of your booking to confirm and hold your date and time. The date cannot be held for your Group until the fee is paid.

Please choose one of the following methods of payment:

- **credit card.** Please call our Booking Coordinator at **416.646.4677 ext. 7700.**
- **personal/company cheque.** Please make your payment to the Aga Khan Museum and mail it to **Group Reservations, Aga Khan Museum, 77 Wynford Drive, Toronto ON, M3C 1K1, Canada.**
- **debit card or cash.** Please call our Booking Coordinator at **416.646.4677 ext. 7700** to make arrangements for an in-person payment.

CONFIRMATION OF BOOKING

After making your full payment or your deposit, you will receive a confirmation notice with your Booking Number. Please keep this number for your records.

CANCELLATIONS

- Notice of Cancellation must be emailed to grouppreservations@agakhanmuseum.org at least 10 business days prior to your visit date. You will receive confirmation of this cancellation.
- If a cancellation is received more than 10 business days prior to your visit, the deposit will be refunded minus a 25% cancellation fee.
- If a cancellation is received fewer than 10 business days prior to your visit, the deposit will be withheld.
- The Museum reserves the right to cancel and re-book (if you wish to re-book) the date of your visit with 10 days' notice.
- Groups will not be charged for cancelling a reservation at any time due to inclement weather.

CHANGES IN NUMBERS

Minor changes in numbers can be made up to two business days prior to your visit. However, **no refunds are permitted on the day of visit.** Please communicate changes in numbers to our Booking Coordinator at **416.646.4677 ext. 7700** before your visit so that staff resources and revised pricing can be determined.



Photo by Janet Kimber.

DINING

Interested in a Group Lunch at the Museum? Diwan at Aga Khan Museum offers a wide range of dishes inspired by the cuisines of the Middle East, North Africa, and the Indian subcontinent.

Please include your request for a Group Lunch on the **Group Reservations Booking Form**.

Please note that reservations for Diwan are only available for eight or more people. As well, please be on time for your reservation: due to the popularity of Diwan, your reservation can only be held for 15 minutes past your booking time before it is released to other patrons.

If you are looking for alternative meal options, please contact us at groupreservations@agakhanmuseum.org or at **416.646.4677 ext. 7730**, and we would be happy to discuss.

ARRIVING AT THE MUSEUM

Buses

Buses have a designated parking space in the Museum complex. Please include your bus parking request in your **Group Reservations Booking Form**.

Once you have pre-arranged your bus parking with us, you will be given space to park at the Ismaili Centre. Buses given this approval will be able to drop Group members off in the Museum's roundabout area at 77 Wynford Drive. They will then need to exit back out onto Wynford Drive, turn left, and turn left again at 49 Wynford Drive. Please see the map attached at the end of this document.

Inside the Museum

Group Leaders, please ensure that your entire Group arrives together and on time. Once you have all assembled, please check in and collect your tickets from the Tickets Desk at the Museum's main entrance.

If you have booked a Guided Tour, please arrive 15 minutes **before** the start of the tour. Additional guidelines for Gallery Tours can be found on page 04.

Please leave all bags and jackets at the Cloakroom counter. A Visitor Services Representative will guide you through this process.



Photos by Janet Kimber.

GALLERY TOUR GUIDELINES

- Please keep your valuables with you at all times. The Museum is not responsible for lost or stolen items.
- Food (including gum) and drinks are not allowed in the galleries.
- Please do not bring outside art materials into the galleries unless otherwise specified and agreed upon at the time of booking.
- Do not touch the objects and works of art unless otherwise specified.
- Photography without flash (camera or using handheld devices) is allowed for personal use throughout the Museum unless otherwise indicated by signage or a Museum representative. In upper-floor galleries (Temporary Exhibitions), photography is strictly prohibited.
- Please turn your cell phone on vibrate or silent, especially if you are participating in a guided program.
- Please be respectful of other visitors, particularly in terms of volume and crowding.

THANK YOU!

Once you have decided on your options, **please fill out a Group Reservations Booking Form and email it to groupreservations@agakhanmuseum.org.**

We will be in touch shortly and look forward to your visit!



AGA KHAN MUSEUM SITE MAP

Group Reservations — Parking and Entry Map

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1. Main vehicle entrance to Aga Khan Museum.
 2. Drop-off area.
 3. Path for Group members to follow in order to reach Group Entrance.
 4. Group Entrance.
 5. Vehicle entrance to parking area after drop-off.
 6. Bus parking area (at back of Ismaili Centre) after drop-off.
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