



## GROUP TOUR POLICIES

### Reservations

- To make reservations, complete the Reservation Application Form found online. You will receive a response within 48 hours except when submitted on the weekends and holidays.
- We recommend making reservations at least 3 weeks in advance for all groups of 10 or more people. Group tours may be scheduled for any day of the week, but are limited on the weekends. Reserving 3 weeks in advance does not guarantee availability.
- Each tour holds a maximum of 24 people. Larger groups will require multiple tours on the half hour. If your group is smaller than 20, we reserve the right to add other visitors to the tour.

### Payment

- A **non-refundable** deposit of \$50 is required to hold a reservation for groups of 10-30 people. For groups of 30-60, the deposit is \$100. We accept deposits via credit card or check. Once the deposit is received, you will receive a confirmation receipt.
- Regular adult admission on a group tour is \$12.50 each.
- Your non-refundable deposit is credited to your total group admission fee. The tour balance is due one week (7 days) prior to your confirmed tour date.

### Group Size

- We must know your group's size in advance. If you wish to change your group size, you must notify the site 7 days in advance.

### Refunds, Tardiness, and Cancellations

- Tours will occur rain or shine.
- Tour tickets are non-refundable once purchased.
- If your group is late, we reserve the right to shorten your program as necessary in order to avoid interfering with other scheduled tours. **If your group is more than 30 minutes late, your tour will be cancelled without refund or possibility of rescheduling.** President Lincoln's Cottage **will not** extend its operating hours to accommodate tardy groups.
- Always give yourself extra travel time and plan for unforeseen circumstances. President Lincoln's Cottage is not responsible for tardiness due to traffic, city events, and/or any other issues encountered while traveling to the site.

### Getting Here

- Please note that our mailing address is **NOT** our street address. Enter the Eagle Gate of the Armed Forces Retirement Home (Soldier's Home) at the intersection of Rock Creek Church Rd NW and Upshur Street NW. A guard will direct your group to the parking lot. There is no official street address. Our GPS coordinates are 140 Rock Creek Church Rd NW Washington DC 20011.
- All groups must check in at the Museum Shop in the President Lincoln's Cottage, Robert H. Smith Visitor Education Center.