



GROUP ORDER GUIDELINES

Booking Policies:

- Groups of 10 or more receive discounted rates.
- Reservations are required at least two weeks in advance.
- Groups larger than 50 will be accommodated with two separate, consecutive entry times, and must submit payment and booking details no later than three weeks prior to your visit date.
- Groups larger than 60 can book their visit for no later than 2pm.
- After payment has been processed, no cost-adjusting changes can be made to your reservation.
- Final guest count and payment are due two weeks prior to your visit date.
- All guided tours can accommodate up to 25 guests per tour guide. If your guest count exceeds that number, we will automatically split the group in two and schedule two tour guides. Additional fees may apply.
- All other discounts cannot be applied or combined with the Group Sales rate.
- If your group decides or plans to reenter the galleries at any time on your visit please notify a Group Sales member. All reentries must be coordinated and booked ahead of your visit date.
- All guided tours take place during regular public hours, when the museum is open to all visitors. If you are interested in a completely private experience, please ask for more information about our private access bookings.

Cancellation and Refund Policies:

- General admission, program, special exhibition, and virtual and guided tour purchases cannot be refunded for bookings canceled by the group itself.
- Unused tickets cannot be refunded.
- The Walt Disney Family Museum reserves the right to cancel or reschedule any tour due to unforeseen circumstances. If The Walt Disney Family Museum needs to cancel your group visit and cannot reschedule a new date, a refund will be issued.

Rescheduling:

- Our priority is to offer a rescheduled date to ensure guests have the best possible Storyteller Tour experience. Rescheduling is our first option unless the tour cannot be performed that day due to tour guide availability or other circumstances.

Alternate Options:

- If the client declines the rescheduling option or the tour cannot be offered, we provide the following alternatives: a condensed, 30-minute highlights tour or self-guided access, including the WDFM app with a free audio tour.

Late Policy:

- The museum allows a grace period of 30 minutes for late group arrivals.
- All group arrivals past the 30-minute grace period will not receive a refund, but will be offered a reschedule date.

Youth Tours and Camps Policies:

- For youth tours and camps, a 10:1 youth-to-adult chaperone ratio is required.
- Chaperones will ensure that group behavior will not negatively impact other museum guests. Please be mindful of the group's noise level and remain together the entire duration of the visit.
- Please note: Refusal to comply may result in being asked to leave the museum without a refund.

Additional Policies:

- While we encourage guests to visit with friends and family, and find inspiration and entertainment in our galleries, The Walt Disney Family Museum does not allow independently-organized tours, sketch sessions, meet-ups, or other group activities wherein an individual or entity collects revenue from guests.
- Food and drink are not permitted in the museum galleries or Museum Store with the exception of bottled water.
- No outside food or drinks are allowed.
- The museum cafe is now open with grab-and-go snacks and beverages.

By signing below, Group confirms that they each understand and agree to the terms of this Agreement, which includes the Booking Policies, Cancellation and Refund Policies, Rescheduling Alternate Options, Late Policy, Youth Tour & Camps Policies, and Additional Policies.

Name (Printed): _____ Date: _____

Signature: _____ Phone: _____