

Planning Your Visit

ARRIVAL

The group entrance and the bus drop-off are located on the East side of the Museum. Please arrive at least 20 minutes prior to the scheduled start of your activity if you are coming for a reserved program. The Museum doors open at 9:00am.

BUS PARKING

Note that there is no parking available for buses at the Museum. Four free parking spots are available beside the Museum on Metcalfe Street (see map sent with this document).

CHECK-IN AND PAYMENT

Have an accurate head count of the number of children and chaperons in your group. If you have not arranged to be invoiced, please have your payment ready to give to the Guest Services attendant. Acceptable methods of payment include school cheques, personal cheques, cash, direct payment or credit cards. Cheques should be made payable to the "Canadian Museum of Nature".

CANCELLATION POLICY

If you need to cancel or modify your reservation, please advise us at least 48 hours in advance by calling 613-566-4701.

- A \$25 cancellation fee will be charged to groups who don't call to cancel their reserved program.
- Programs cancelled with less than 48 hours notice due to inclement weather or other unforeseeable circumstances may reschedule without penalty.

LUNCH

As space is limited, the lunch area must be reserved prior to your visit by calling 613-566-4701. A cafeteria and vending machines are available. To receive the Group Menu or to reserve meals from the cafeteria, please contact Ginette Robert by calling 613-232-2322 or by e-mail ginette@gourmetcuisine.com.

LEADERS AND ACCOMPANYING ADULTS

Adults must accompany visitors under the age of 18. The recommended ratio is one adult for every 5 children (ages 4 to 12) and one adult for every 10 children (ages 13 to 17). Teachers and chaperones are responsible for the behavior of their group and must supervise and stay with students at all times during the visit. Footwear must be worn at all times.

INFORMATION

For more information, please call our booking coordinator at 613-566-4701 or 1-800-263-4433.

Canadian Museum of Nature
 240 McLeod Street at Metcalfe
 Ottawa, Ontario, K2P 2R1

We look forward to your visit!



