



# Group Tours at the Museum at Eldridge Street

## Payment Policy

A 25% deposit is due within 3 weeks of receipt of the invoice/group confirmation. If payment is not received, we reserve the right to cancel your tour. The balance is due within one week after the tour.

## Cancellation Policy

Cancel at least 15 business days ahead of the visit to receive a refund. Tours canceled after that are nonrefundable, however, we will make every effort to reschedule your group for a later date at no additional charge.

## Arrival Time

Arrive no earlier than 15 minutes before your tour. If your group arrives more than 15 minutes late, we will do our best to accommodate you, but cannot guarantee a full length program.

## Lunch

The Museum does not have a lunch facility, and we do not allow outside food. In nice weather, we recommend bringing a bag lunch and eating in the historic Seward Park on the corner of Canal and Essex Streets.

## Transportation

The Museum is located at 12 Eldridge Street, between Canal & Division in Lower Manhattan. It is accessible by subway (F to East Broadway; B and D to Grand Street; 6, Q, N, R or W train to Canal Street) and by bus (M15 to corner of Hester and Allen Streets). The Museum does not offer parking. Buses should drop visitors in front of the Museum before parking. Bus parking is occasionally available one block from the Museum alongside the Manhattan Bridge on Forsyth Street between Canal and Division.

## Group Size

Minimum of 10 individuals to receive group tour pricing and a private tour. Walking tours cap at 28 people. There is no cap for Building Tours, but tour flow changes depending on number of participants. We can easily accommodate bus tours.

## Accessibility

The Museum is completely elevator accessible on all levels. If a group requires additional caretakers or aids, please let us know when booking the tour, and we can discuss waiving admission fees for those individuals. We welcome all visitors and customize tours for audiences with physical and developmental disabilities.

## Student Tours

We offer additional tours for our youngest visitors. Email [rserkin@eldridgestreet.org](mailto:rserkin@eldridgestreet.org) for more information. Admission for one chaperon comes free with everyone ten paying students.

## Want to learn more?

Contact Visitors Services Director Courtney Byrne-Mitchell at [cbyrnemitchell@eldridgestreet.org](mailto:cbyrnemitchell@eldridgestreet.org) or 212-219-0302 x5. Together you can discuss tour options and create a meaningful, customized experience for your group.