

## Group Policies

Thank you for your interest in scheduling a group visit at the Whitney Museum of American Art. Reservations are required for groups of ten or more people; reservations guarantee rates and expedited entry. No reservation can be confirmed until the deposit is made.

The Museum does not allow third parties to accept fees for guided groups and lead those groups through the Museum. Groups being led by non-Whitney staff, groups that arrive at the Museum without a reservation, and any type of group that has not been approved, vetted or scheduled by the group services department will be denied entry to the Museum. Should you gain entry, we reserve the right to ask you to leave; no refunds will be issued.

### Groups

Pre-scheduled groups receive express entry and reduced rates, and reserved time slot to enter the museum.

Visitors that request this type of group will arrive at the Museum together and then disperse throughout the galleries (no more than 4 per group to visit the galleries). Special arrangements can be made ahead of time for larger groups, which may include breaking into smaller groups and staggering arrival times. Groups cannot join the free daily tours led by Museum docents.

### Tour

A group may add a guided component to their visit with a tour led by a Whitney Teaching Fellow. Each tour lasts an hour. Guided groups of ten to twenty people for any type of group (adult, corporate, college/university, senior center etc.), are welcome to schedule a tour. The maximum per group is 20 persons. Special arrangements can be made for larger groups.

### School, Access, and Community Groups

K-12 school groups, access and community groups receive a guided one hour tour with a Whitney educator. They may visit either before the Museum opens or during the earlier part of the day, while afternoon/evening tours are available for some community groups. Tours focus on the Whitney's Collection or temporary exhibitions and are inquiry-based, engaging participants in exploring works of art through careful observation and discussion; Whitney educators help the group discover, observe, question, and understand the artistic process. All tours can be tailored to meet the specific needs and interests of participating groups. Educators can only accommodate a maximum of 40 students per time slot (The maximum per group is 20 students, one chaperone per 15 students).

### Multimedia Player for Groups

Non-guided groups may reserve multimedia players for their visit. A maximum of 20 players can be reserved per group, per visit at a cost of \$6.00 per person. They must be reserved in advance, no same day reservations will be honored. After receiving their tickets, the group leader may proceed to the to the multimedia player desks toward the elevator and pick up their reserved multimedia guides. Please see link [here](#) for current content.

# WHITNEY

## **Policy on Lecturing**

- The Museum restricts lecturing and leading groups in the galleries to Whitney Museum staff only.
- Professors at accredited colleges/universities may submit a request to lecture to their full-time college/university students. Please send in your request and a brief description of what you will be discussing on your college/universities letterhead to [grouptours@whitney.org](mailto:grouptours@whitney.org)
- If your request is approved, you may speak to your students quietly away from works of art. You may not lead them through the exhibition as a group or speak in front of artwork.
- The Lecture badge fee is \$30, and includes the cost of lecturer's admission.

## **Payment**

- Only groups of ten or more are eligible for group rates, therefore a group must pay for at least ten people. If fewer than ten people in a group appear upon arrival, the balance for a visit of ten people must still be paid.
- A deposit equal to 50% of the reservation total will be required in order to reserve all groups.
- The group will be invoiced for the deposit and payment is due immediately.
- Reservations are not confirmed until the required deposit payment is received.
- Deposit payments must be made by credit card.
- Once the deposit is paid, the group will receive a detailed confirmation of their visit.
- We will attempt to contact you for deposit payment. After two attempts, if no other arrangements have been approved, we will send you notice of cancellation via email.
- If you arrive for your visit and we have not received payment of the deposit, group rates will not be granted.
- Teaching Fellows are contracted from the agreed start time of your tour. If you are late for any reason and the teaching fellow is available to extend the tour, there will be an additional fee of \$42.00 charged in fifteen minute increments.

## **Arrival**

- Please have your confirmation letter.
- The group should assemble outside of the Museum while the group leader retrieves the admission tickets.
- The group leader should proceed to the admissions desk in the Museum lobby to process any payments and receive tickets. Please keep in mind; we do not keep credit cards on file, unless specifically requested.
- Any remaining balance must be paid prior to entry to the Museum.
- The balance due at arrival may be made by cash, credit card, or check (personal or organizational) payable to the Whitney Museum of American Art.
- We will not accept individual payments from people in the group.
- If you reserved multimedia players, they can be retrieved at the end of the admission's desk after tickets have been distributed.
- Arrangements can be made for advance payments made in full. Credit will not be given for unused tickets.
- Unused pre-paid tickets will not be distributed or refunded.
- Additional group (non-guided only) tickets may be purchased upon arrival at the admissions desk at the discounted rate.
- If you have any questions regarding [rates](#), please put a note in the comments section of the group scheduling request.
- All sales are final.
- If your group (non-guided) is late, your tickets will still be valid for the duration of the day.

# WHITNEY

- If your group is late for a tour, you will receive an abbreviated tour that will end at the originally designated end time. If the Teaching Fellow assigned to your tour is available, we may be able to extend to a new end time. An additional fee of \$42.00 will be incurred for each additional 15 minutes, to be paid before the tour starts.

## Coat Check

- Visitors are required to leave their belongings at the coat check in the Museum checkroom located on -1. This includes backpacks, lunches, and outerwear. Luggage is prohibited.
- Please arrive at least fifteen minutes early but no more than thirty minutes to allow time to process tickets and for the group to check items.

## Cancellations

To cancel your reservation, please email [grouptours@whitney.org](mailto:grouptours@whitney.org) at least five business days in advance in order for any previous payments to be credited toward another date.

- If cancellation is not made five business days in advance, you will forfeit your deposit.
- Deposits made are non-refundable.
- The Museum reserves the right to cancel reservations.
- If payment is not made in reasonable time prior to the date of visit, the Museum reserves the right to cancel via email and extend the date to another group. Fees may incur.

## Bus Parking and Lunch

- Buses can drop off and pick up students on Gansevoort Street between Washington and West Street. Accessible pathway to the Museum entrance runs east from Washington Street on Gansevoort Street.
- The Museum does not have a designated area for groups to have lunch on site. Groups may eat on the steps of the Whitney facing the Hudson River, at the 14th Street Park on Tenth Avenue between 14th Street and 15th Street, or on the High Line.

## Miscellaneous

- Admissions for employees from other museums are free for non-guided visits ONLY. This pertains to collecting non-profit institutions. Please present staff IDs at check-in.
- If you are requesting a tour for staff of another museum or a corporate member, please indicate which museum or company in the comments section of the form.
- If you are a Whitney Museum member please provide your member number in the comments.
- To avoid confusion, we will communicate with one person from your organization throughout the scheduling process.
- Tours can only be scheduled by submitting the online Group Scheduling Request form. Phone and email requests will not be honored.
- If you would like to ask a question prior to submitting your group scheduling request form, please do so by emailing [grouptours@whitney.org](mailto:grouptours@whitney.org)
- **Email is best way for us to correspond with you.** Please check the email you provided on your group request form is correct. All group related correspondence is emailed. If the email you provided is incorrect this may result in you missing important information pertaining to your visit. We will not honor any phone requests.