

COOPER HEWITT

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GROUP POLICIES

Thank you for your interest in scheduling a group visit at the Cooper Hewitt, Smithsonian Design Museum. Reservations are required for groups of ten or more people; reservations guarantee rates and expedited entry.

SCHEDULING & FEES

- Tours can only be scheduled by submitting the online [tour registration form](#). Phone and email requests will not be honored.
- Please register at least 4 weeks before your desired visit date (for guided groups this is **mandatory**).
- To avoid confusion, we will communicate and exchange money with one person from your organization throughout the scheduling process.
- Group Admissions Fees
 - Adults: \$16
 - Seniors (age 62+): \$10
 - Visitor with Disability: \$10
 - College Students (w/ID): \$7
 - Youth (18 & under): \$0
 - Cooper Hewitt & Smithsonian Members: \$0
- Self-guided groups: 10-35 visitors; more than 35 will be broken into smaller groups, museum entrance staggered by 15 minutes
- Guided groups: 10-25 visitors; groups larger than 25 will require an additional guide; guide fee is \$150

PAYMENT

- Only groups of ten or more people are eligible for group rates, therefore a group must pay for at least ten people.
- Deposit
 - For guided groups, a deposit equal to the fee for the docent is due upon confirmation of docent assignment/receipt of invoice or no longer than 2 weeks prior to your 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.
- Final Payment
 - For self-guided groups, final payment may be made ahead of the visit by calling the Tours office (212-849-8351) using credit card or you may pay on-site
 - For guided groups, once we receive the deposit, final payment may be made the same as self-guided groups – by phone or on-site



CANCELLATIONS

- To cancel your reservation, please email tours@cooperhewitt.zendesk.com at least two weeks in advance.
- For Guided Tours, if cancellation is not received two weeks in advance, **you will forfeit your deposit.**
- Cooper Hewitt reserves the right to cancel reservations.

LECTURING

- Cooper Hewitt does not allow third parties to accept fees for guiding groups and leading those groups through the Museum (College/University teachers may lead/lecture their own class through the Museum).
- Groups being led by non-Cooper Hewitt 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 Tours department may be denied entry to the Museum.
- Should you gain entry, we reserve the right to ask you to leave; no refunds will be issued.

ARRIVAL

- Please have your confirmation letter.
- Please arrive 10 minutes before your scheduled start time.
- Ramp entry is available at the main museum entrance on 91st Street; passenger elevators provide access to all gallery floors.
- The group should assemble either outside the museum or in an area of the Great Hall away from the Admissions Desk.
- Complimentary coat check is available at the main entrance.
- The group leader should proceed to the Admissions Desk in the Great Hall to process any payments and receive tickets & Interactive Pens.
- Any remaining balance must be paid prior to entry to the Museum.
- Additional group tickets may be purchased (by the Group Leader) upon arrival at the Admissions Desk at the group rate.
- **We will not accept individual payments from visitors in the group.**
- Once you receive your tickets and Interactive Pens, one of our staff will give you a demonstration about using the Interactive Pen.

MUSEUM RULES AND POLICIES

- Please do not touch the objects or lean on the walls.
- Only use pencils for taking notes or sketching – pens are not permitted.
- Food, drinks, and chewing gum, are not permitted in the Museum.
- All items being carried are subject to inspection upon entry and departure.
- Licensed service animals are the only pets allowed anywhere on our campus, including the garden.
- Photography without flash is welcome, but please no tripods or selfie-sticks.



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TAKE AN ACTIVE ROLE

- Please ensure that you and your group members stay together while in the Museum.
- Group leaders are responsible for keeping track of all group members, and for ensuring the proper behavior of their groups, including adherence to Museum rules and policies.
- If you have any questions, ask a Museum staff member for help.
- Please do not touch objects on view unless otherwise instructed by signs or Museum staff.

FOR MORE INFORMATION

Please visit our website at www.cooperhewitt.org/visit/tours. If you have any questions or concerns about your upcoming tour, please call (212) 849-8351 or email tours@cooperhewitt.zendesk.com.

