

NYU GROUP TOUR POLICY

SCHEDULING POLICY:

- Due to a high demand for group tour dates, we recommend submitting a request 6 weeks in advance. If the date requested is unavailable, due to capacity limitations, you will be provided with an alternative date to accommodate your group size.
- **Group tours that exceed more than 20 guests must have at least 2 chaperones present.** If a request submitted does not adhere to this policy, you will be notified before your request is approved.
- Groups that require accessibility arrangements are required to contact the Moses Center at mosescsd@nyu.edu or 212-998-4981, **at least 1 week prior to your group tour date.**

CHAPERONE EXPECTATIONS:

- All chaperones must be 21+ years old. High school seniors are not permitted to act as chaperones in the absence of an adult.
- Chaperones are expected to oversee all students in attendance, ensure that guests in your assigned group are within a line of sight and manage the behavior of attendees to ensure a respectful, responsible and safe experience for all guests.
- Chaperones are asked to refrain from cell phone usage so that they are fully attentive to the attendees in their group.

GROUP TOUR EXPECTATIONS:

- Guests are expected to remain with their group, behave respectfully and remain attentive to their group tour guide; questions are welcomed and encouraged on all stops!
- As a liability issue, NYU staff cannot hold onto any personal belongings. Our staff is not responsible for lost and/or stolen items.

GROUP TOUR CHANGES:

- Please contact John Juby at grouptours@nyu.edu to assist with any guest edits/updates at least 1 week prior to group tour confirmed date. Please note: Not all changes can be accommodated.
- For delays: please contact the Bonomi Family Admissions Center and notify the staff. You are allotted a ½ hour time window (special cases excluded) to arrive before a rescheduling option is provided.

CANCELLATION POLICY:

- Due to a high volume of requests, we ask that you adhere to the cancellation policy as listed below. We will always consider special cases when applicable, and in particular emergency circumstances.
- **Group Tours must be cancelled at least 2 weeks prior to the confirmed date,** If you fail to cancel your tour or are a “no show” the day-of, it is at the discretion of staff to determine availability to reschedule your group tour date.

HOW TO CANCEL A RESERVATION:

- A cancellation link is provided in all confirmation emails at the bottom of the page. Select this link for an immediate cancellation.