

## **Group Tour Logistics: Please Read Before Your Arrival**

Tours are roughly 45 minutes in length and are usually self-paced. Docents (tour guides) are stationed throughout the museum to interpret the house's history, rooms, and objects. Please plan for one hour onsite when coordinating drop-off and pick-up.

The group minimum is 10 people, and the maximum is 50, due to size constraints in the Mansion.

Please be timely with arrival. We cannot guarantee immediate entry if a group is more than 10 minutes early or 10 minutes late for their scheduled time due to house capacity. Please call if you are outside your time block - the number is 207-772-4841.

If traveling by bus from Portland's downtown area, the Old Port, please allow 5-10 minutes of travel time. If walking, please allow 15-30 minutes.

There is designated parking for no more than 2 buses in front of Victoria Mansion at 109 Danforth Street. Please be aware that our museum is located in a residential area. Buses may park in the designated spot for the duration of the group tour but the engine must be turned off and the driver must stay with the bus.

Please be aware that there is only one, single-stall restroom onsite.

Guests are asked to please remain on the bus until greeted by a Victoria Mansion staff member. If a staff member is not there at the time of arrival, please send 1 person to the Carriage House Gift Shop at the top of the driveway to check-in.

Victoria Mansion is accessible on the first floor via a lift located at the rear of the building, but we regret that the second floor is currently only accessible by a set of 22 stairs. A digital second-floor tour is available onsite upon request for guests who are unable to visit the second floor in person.

Non-flash, non-commercial photography is allowed in Victoria Mansion. Flash photography, video or audio recording of any kind, selfie sticks, and tripods are not permitted.

Large bags (e.g., backpacks, duffel bags, suitcases) are not permitted in the Mansion as they are likely to brush against and damage the original decorative paint on the walls and doorframes. Note: We do not have a secure storage space for these items, they must be left on the stairs in the gift shop.

Please no food, drink, chewing gum or chewing tobacco inside Victoria Mansion. Smoking and vaping of any kind are not allowed on premises.

If traveling as a large family group with infants and small children, please note that strollers, baby carriages, and backpacks may not be taken into the Mansion due to hallway and room size. They may be stored at your discretion on the Ell Porch or in the courtyard.

There is a gift shop on premises, but Victoria Mansion does not have a café or sell food onsite.

Payments can be made by check (made out to Victoria Mansion) or credit card in advance or on the day of your visit. Victoria Mansion cannot take deposits. Groups must pay as a single transaction to receive the group discount.