



Delhi Museum & Cultural Advisory Committee

REGISTRATION & TICKET SALES POLICY

I Mission

The Delhi Tobacco Museum & Heritage Centre is responsible for the acquisition, preservation, exhibition, interpretation and promotion of the unique economic, social, cultural, built and natural history of the former Township of Delhi & District through the collection, research and display of historic objects and related materials, while providing educational activities and inclusive experience programmes for the benefit and education of current and future generations.

II Intent

This policy has been written with the intent to guide the registrant through the process of registering for a programme, event or workshop.

III General Registrations

- a) Registrations will not be accepted prior to the opening date and/or time for registrations as specified in the Delhi Tobacco Museum & Heritage Centre's current *Calendar of Events* and/or promotional material for any programme and/or workshop.
- b) No reservations will be placed on any programme and/or workshop without completed registration forms and payment having been received in full. Registrations will not be taken by e-mail, phone, fax or regular mail. Only the receipt of a cheque through regular mail or after hours drop-off with full registration information and/or completed forms attached, including parental/guardian signatures as required, will a registration be accepted.
- c) Payment may be made by cash, cheque or debit. Cheques are to be made payable to 'Norfolk County'. Post-dated cheques are not an acceptable form of payment.

- d) All required documentation must be shown prior to registration including birth certificates for children's programming and appropriate documentation (*valid driver's license, birth certificate, passport, etc.*) when paying by cheque.
- e) All registrations will require the name of the registrant, mailing address including postal code, and telephone number and any other information required for the programme. Registrations will not be considered complete without this information.
- f) Registration for all programming must be completed in full, including parental and/or guardian signatures as required, one week prior to the date of the scheduled programme.

IV Children's Summer Programming Registration

- a) Registration for children's summer programming, *Museum Mania*, must be done one week in advance of the scheduled programme.
- b) Registration forms must be completed in full at the time of registration for the programme(s). A separate registration form is to be completed for each child being registered. Registration information will include: child's name, age/birth date, address, phone number(s), emergency contact(s) name & number, a list of any allergies, medications, special accommodations and family doctor information (*optional*) and all forms will be signed by the child's parent and/or guardian.
- c) Payment in full must be received at the time of registration for the registration to be considered complete. Reservations will not be taken over the telephone. No post-dated cheques will be accepted as payment.
- d) Registration for all programmes is on a '*first come, first serve*' basis. It is recommended that the registration process for the children's summer programme, *Museum Mania*, be completed in person and not sent through regular mail, as registration is fast-paced due to limited enrollment space and to the programme's popularity, and the Museum cannot ensure the enrollment of any child into a programme without the completion of the registration process.

- e) Only children ages 6 to 10 will be accepted into day programmes, unless otherwise agreed upon with the Curator-Director and/or Museum staff on-site on a trial basis, with no one under the age of 5 being admitted. Birth certificates will be required to be shown for any child 6 and under. No exceptions.
- f) Only children ages 7 to 12 years will be accepted into evening programmes such as the *Night at the Museum*, unless otherwise agreed upon with the Curator-Director and/or Museum staff on-site on a trial basis. Birth certificates will be required to be shown for any child 7 and under. No exceptions.
- g) The total number of registrations per day programme is limited to 20 children and is limited to 15 children per evening programme. No exceptions.
- h) If registering a child for a friend or family member, all information must be completed at the time of registration and all appropriate documentation be available upon request and as required. An incomplete form will result in an incomplete registration.

V Registration Cancellation

- a) Any programme that does not receive the minimum registrations required will be cancelled one week prior to the scheduled date, with the exception of inclement weather or an emergency situation and those who have registered will be reimbursed in full.
- b) If a cancellation request is received at least two weeks in advance of a scheduled programme, a full refund, less a \$5 administrative fee will be issued.
- c) If a cancellation request is received one week in advance of a scheduled programme, a refund of half of the fee will be issued.
- d) If a cancellation request is received less than one week or on the day of the programme, no refund will be issued.

VI Special Event Ticket Sales

- a) Event tickets are available as of 10 a.m. on the release date as specified in the Delhi Tobacco Museum & Heritage Centre's current

Calendar of Events and/or promotional material, with a limited number of tickets available for each event.

- b) Tickets will not be sold prior to the ticket release date specified.
- c) Tickets will not be reserved without payment in full having been received.
- d) Tables will be reserved for full parties of 6, 8 or 10 only, depending on the table arrangement planned for the event. All other seating is considered general seating and is available on a 'first come, first serve' basis.

VII Trade Show Vendor Registration

- a) Trade show vendors will receive a Trade Show Participant Form included in their information packages when registering for an event. This form must be completed in full and returned to the Museum in order to complete the vendor registration process.
- b) Exhibit and or table space will not be reserved for vendors who have not completed and returned the Trade Show Participant Form when registering to participate in an event.
- c) A telephone call from the Museum to the vendor will confirm the receipt of proper forms and complete the vendor registration process.

Policy Review & Approval

The Registration & Ticket Sales Policy was last reviewed and approved by the Delhi Museum & Cultural Advisory Committee on Monday May 16, 2016.

Signature: *Museum Advisory Committee Chair or Vice Chairperson*

Date

Signature: *Curator-Director Delhi Tobacco Museum & Heritage Centre*

Date