

LOWER EAST SIDE TENEMENT MUSEUM GROUP GUIDELINES

VISITING THE MUSEUM

The Tenement Museum is available by guided tour only. Group reservations are available during daytime museum hours (10am-6pm) or in the evenings (6pm-10pm) when the museum is closed to the public. Each tour lasts 1-2 hours, depending on the program. Groups can choose from apartment tours, walking tours, and full-building tours that are offered exclusively in the evenings. Evening programs are customizable to the needs of individual groups and can be scheduled in conjunction with a reception or dinner program. Reception spaces are available in the visitor center, located next to the museum.

TENEMENT BUILDING RULES

In order to preserve our historic tenement building, we ask that guests adhere to the following rules when inside the museum:

1. Please do not touch walls, objects, or other areas of the building unless invited to do so by our educators.
2. Please refrain from eating, drinking or smoking inside the tenement.
3. Photography is not permitted inside the building.
4. Please turn off all cell phones and beepers so as to not disturb other guests.
5. In order to ensure everyone's safety, please stay with an educator at all times.
6. Back packs and large bags are not permitted inside of the museum.

GROUP SIZE

Groups of 15 or more can schedule group tours and receptions at the Tenement Museum. Because of space restrictions in the tenement building, larger groups may be divided for building tours. Reception spaces can accommodate up to 120 people. Please note: if your attendance exceeds that of the original reservation, the museum may not be able to accommodate your entire group. Please notify us of any changes in head count well in advance of your event date.

SCHEDULE

Daytime group tours are available during the following time slots. Certain programs are available at specific times during the day.

September 1 – June 30

Monday-Friday: 10:00a, 11:30a, 1:30p, 4:00p

Saturday: 10:00a, 4:00p

Sunday: 10:00a, 11:30a, 2:30p, 4:00p

July 1 – August 31

Monday – Sunday: 10:00a, 4:00p

Evening group tours and receptions are available daily from 6pm–10pm. The Tenement Museum is closed on Thanksgiving, Christmas and New Year's Day.

BOOKING

Daytime group slots book up quickly, so early reservations are recommended. Daytime groups must book at least four weeks in advance. Daytime group reservations are accepted according to the following schedule:

Starting March 1st	Reservations accepted for July — August
Starting April 1st	Reservations accepted for September – December
Starting September 1st	Reservations accepted for January – June

Evening groups must book at least three weeks in advance. Reservations are taken up to a year in advance for evening bookings.

ACCESSIBILITY

Please contact us for a list of accessible tenement tours, or to inquire about guests with specific needs.

CHECK-IN

Unless otherwise instructed, all groups should arrive and check-in at the visitor center at 103 Orchard Street.

LATE ARRIVALS

Please note that if a group is late, the program may be shortened. If groups arrive 30 minutes or more late, the program may be cancelled.

A/V EQUIPMENT

Computers, projectors and internet access are available in most reception spaces. The Delancey Room also features a prep kitchen equipped with a microwave, refrigerator/freezer, dishwasher and convection oven.

FOOD & BEVERAGES

Beverages and hors d'oeuvres are available for evening group receptions. Menu options feature a variety of foods from local Lower East Side vendors. The Tastings at the Tenement program provides groups with a family-style dinner at the museum. Groups are also invited to provide their own refreshments using our list of preferred vendors.

RATES

Rates vary by program. Groups can take tours or create customized evening events that cater to the group's needs.

PAYMENT

For daytime group bookings, a 50% deposit is due 4 weeks after booking. Full payment is due on or before the reserved date. For evening group bookings, a 50% deposit is due 4 weeks after the initial date of booking, with the remaining 50% due 2 weeks before the date of the event. If a group books less than 8 weeks in advance, the 50% deposit is due one week after the booking confirmation, with the remaining 50% due 2 weeks before the date of the event.

CANCELLATIONS/RESCHEDULING

For daytime group bookings, a refund can only be given or your reservation rescheduled up to 4 weeks prior to your reserved date. Only one rescheduling request can be made per group. For evening groups, if a cancellation occurs less than 4 weeks before the scheduled date of the program, the group will not be refunded their deposit. If a cancellation occurs less than 2 weeks before the scheduled date, no refund will be issued.

In the case of inclement weather, staffing strikes or other extenuating circumstances necessitating cancellation less than 2 weeks prior to your program, your payment will be fully refunded. Please note that all programs, including walking tours, will occur rain or shine, sleet or snow.

DIRECTIONS

The Lower East Side Tenement Museum is located at 103 Orchard Street, between Broome Street and Delancey Street.

By subway: F to Delancey Street, J/M/Z to Essex Street, or B/D to Grand Street

By bus: M15 to Delancey and Allen Streets, M9 to Delancey and Essex Streets

PARKING

On-street parking is available. One hour of free parking are available from 8am-10pm in the parking lot on Broome Street between Norfolk and Suffolk Streets, with museum validation.

Free bus parking is available by reservation through the Lower East Side Business Improvement District (BID). Groups should email reservations@lowereastsideny.com at least 14 days prior to their visit. Include a contact name, the group's name, date and time of arrival, phone number and size of the bus. Groups should receive a confirmation e-mail if parking is available. All buses must check in at the attendant's booth located on Broome St. between Norfolk St. and Suffolk St.