



**San Antonio
Museum
of Art**

Online Tour Group Responsibilities and Guidelines

Each student, teacher, and Museum representative is an important component of your group's overall experience. It is crucial that we provide a safe and comfortable environment for our virtual visitors. You can help us do this by:

- Enabling the video function if possible.
- Muting your microphone while your guide is talking.
- Asking questions by entering them in the Zoom chat area or by raising your "hand."
- Participating in the group discussions.

In-Person Tour Group Responsibilities and Guidelines

Group Guidelines:

- Visitors may not touch the works of art.
- Stay at least twelve inches away from labels, display cases, and gallery walls.
- Food, drinks, gum, and smoking are prohibited.
- Flash photography is prohibited.
- Only pencils may be used in the galleries.
- Leave coats, backpacks, and large bags in your vehicle or at the Front Desk.
- Please put phones on silent and refrain from answering calls during your visit.
- The Museum reserves the right to refuse admission to any group or dismiss any group for misconduct.

Chaperone Responsibilities:

- Chaperones are responsible for the behavior of their group at all times—make sure students understand and observe the guidelines listed above.
- One chaperone is required per ten students. Chaperones must be 18 years of age or older.
- Stay with your assigned group throughout the Museum visit and know where group members are at all times.
- Please avoid side conversations with other students or adults when on a guided or docent-led tour.
- Attend promptly to any student causing a disruption; if necessary, remove disruptive students from the galleries and leave them at the Front Desk until tour is complete.
- In case a student becomes ill, attend to the needs of the student. Security staff members can assist with first aid or cleanup procedures.
- In case of severe weather or a fire emergency, follow instructions given by the security staff.

Before Your Visit:

- Please review all guidelines and responsibilities with your group prior to your arrival.
- Free parking is provided for personal vehicles and buses.

- Plan to arrive at the Museum fifteen minutes before your scheduled visit.
- Upon arrival, check in at the Museum's Front Desk—full payment for admission is due at the time of your arrival.
- Any group arriving twenty minutes late cannot be guaranteed its scheduled guided tour.
- If you are going to be late, please notify the Front Desk immediately at 210.978.8100.