

## **GROUP RESERVATIONS**

### **VISIT INFORMATION**

#### **THANK YOU FOR YOUR INTEREST IN VISITING THE AGA KHAN MUSEUM**

Guidelines are provided here to help make your group visit more enjoyable.

Once you have read through this booklet, please [contact us](#) for any further questions.

#### **GUIDELINES FOR BOOKING GROUP ADMISSION AND PRIVATE GUIDED TOURS**

If you would like to book group admission and private guided group tours, we encourage you to contact us as soon as possible by calling 416.646.4678 or to email us at [groupreservations@agakhanmuseum.org](mailto:groupreservations@agakhanmuseum.org) or by completing the group reservation form to avoid disappointment.

##### Options for Guided Group Tours:

- Main Museum Collections Tour (1 hour)
- Special Exhibitions Tour (1 hour)
- Architecture Tour (1 hour)
- Museum Highlights Tour (1 hour)
- Combined Tour (combines 2 of the above tours, approx. 1.5 hours)

In addition to the above tours, the Museum offers several different activities that can be added on or enjoyed separately as part of your visit.

For example, we offer a 2-hour experience which includes a curated tour and a workshop in our Education Centre. Please reach out for full details and options.

Additional notes:

- If your group wishes to tour the Ismaili Centre, Toronto while visiting the Museum, we would be happy to facilitate that booking as well. Please include this option in your request or ask when contacting us.
- Special requests may require your group's flexibility regarding length and/or timing of visit.

## **PAYMENT**

A deposit of 50% is required at the time of **confirmation of your visit**, followed by payment of the final balance which is due no later than two business days prior to your visit.

### Payment Options

#### **Credit card**

Please call our Booking Coordinator at 416.646.4678.

#### **Personal/company cheque**

Please make your payment to the Aga Khan Museum and mail it to:  
Group Reservations  
Aga Khan Museum  
77 Wynford Drive  
Toronto ON, Canada  
M3C 1K1

#### **Debit card or cash.**

Please call our Booking Coordinator at 416.646.4678 to arrange in-person payment.

## **CONFIRMATION OF BOOKING**

After making your deposit, you will receive a confirmation email with your booking number. **Please keep this number for your records.**

## **CANCELLATIONS**

Cancellations must be emailed to [grouppreservations@agakhanmuseum.org](mailto:grouppreservations@agakhanmuseum.org) at least 10 business days prior to your visit date. You will receive confirmation of this cancellation.

Cancellations received more than 10 business days prior to your visit: the deposit will be refunded minus a 25% cancellation fee.

Cancellations received fewer than 10 business days prior to your visit: the deposit will be withheld.

The Museum reserves the right to cancel and re-book (if desired) the date of your visit with 10 days' notice.

Groups will not be charged for cancellation due to inclement weather.

## **CHANGES IN GROUP VISIT NUMBERS**

Minor changes in booking numbers can be made until two business days prior to your visit. No refunds are permitted on the day of the visit.

Please communicate the changes in numbers to our Booking Coordinator at 416.646.4678 before your visit so that staff resources and revised pricing can be determined.

## **DINING**

Interested in a group lunch at the Museum? Diwan at Aga Khan Museum offers a wide range of dishes inspired by the cuisines of the Middle East, North Africa, and the Indian subcontinent. The Restaurant's elegant interior features 19th-century wooden panels hand-carved and painted in Damascus. Floor-to-ceiling windows overlook an intimate patio and offer a stunning view of the formal garden designed by Lebanon-based landscape architect Vladimir Djurovic.

Groups of 10 or more can choose from a fixed price menu. Please include this option in your request.

Please be on time for your reservation. Due to the popularity of Diwan, your reservation can only be held for 15 minutes past your booking time before it is released to other visitors.

If you are looking for alternative meal options, please contact us at [groupreservations@agakhanmuseum.org](mailto:groupreservations@agakhanmuseum.org) or at 416.646.4678, and we can recommend local alternatives.

## **ARRIVING AT THE MUSEUM**

If there are any last-minute changes or you find that you are running late, please call the Aga Khan Museum's main line at 416.646.4677 Ex 7701.

## **PARKING**

Buses have a designated parking space in the Museum complex. Please include any bus parking details in your request.

Once you have pre-arranged your bus parking with us, you will be given details on where to park.

Preapproved bus parking arrangements will ensure that group tour visitors are dropped off in an accessible location in our roundabout area.

**Please see the map attached at the end of this document.**

## **MUSEUM AND GALLERY ETIQUETTE**

Group leaders, please ensure that your entire Group arrives together and on time. Once you have all assembled, please check in and collect your tickets from the Farida and Ally Ismail and Family Guest Services Centre at the Museum's main entrance.

If you have booked a guided tour, please arrive 15 minutes before the start of the tour.

Please leave all bags and jackets at the Museum's complimentary Coat Check. A Guest Services Representative will guide you through this process.

## **GALLERY TOUR GUIDELINES**

Please always keep your valuables with you. The Museum is not responsible for lost or stolen items.

Food (including gum) and drinks are not allowed in the galleries.

Please do not bring outside art materials into the galleries unless otherwise specified and agreed upon at the time of booking.

Do not touch the objects and works of art unless otherwise specified.

Photography without flash (camera or using handheld devices) is permitted for personal use throughout the Museum unless otherwise indicated by signage or a Museum representative.

Please turn your cell phone to vibrate or silent, especially if you are participating in a guided program.

Please be respectful of other visitors, particularly in terms of volume and crowding.

Once you have decided on your options:

- Please fill out a [Group Reservations Booking Form](#).
- Call and speak with a Booking Coordinator at 416 646 4678.

We look forward to welcoming you to the Museum.



## Aga Khan Museum

### Site Map - Group Reservations – Parking and Entry

1. Main vehicle entrance to Aga Khan Museum.
2. Drop-off area.
3. Entrance.
4. Vehicle entrance to parking area after drop-off.
5. Bus parking area after drop-off.