

Policies and Procedures: K-12 Tours and Programs



Reservations

Reservation requests are handled on a strict first-come, first-served basis.

Dates are subject to availability and they may fill up quickly. Living History Farms is committed to offering a premium experience, so therefore limits the number of students who visit on any given day to 750-800. You may make requests regarding what you would like to see and do, but there is no guarantee that these requests can always be honored.

Requests for reservations made less than three weeks prior to the desired date of your visit are not eligible for the group discount.

Payment

- Learning Excursion Tours, May - October: You may pay with a school check or purchase order, or with a major credit card. Please, no coins. Please have payment or PO ready when you reach Admissions.
- Exploration Programs, late-October - April: You will be billed after the program is complete. Please bring a Purchase Order with you on the day of your program.

Cancellation policy

- Cancellations must be submitted in writing via e-mail to adminasst@LHF.org.
- Any cancellation made **more** than 10 business days prior to your scheduled tour or program is subject to a 50% cancellation fee. Any cancellations made **less** than 10 business days prior to your scheduled tour or program is subject to a 100% cancellation fee.
- Grace period: After submitting your reservation online, you may cancel within five business days and the cancellation fee will not apply.
- When the National Weather Service issues a severe weather warning and travel is prohibited, we will cancel your program and we will refund 100% of the purchase price.

Group size

- Learning Excursion Tours, May – October: Students will be kept in their homeroom arrangements while touring.
- Exploration Programs, late-October to April: These hands-on programs are designed for one class at a time.

Adult Chaperones

- Learning Excursion Tours, May – October: 1 adult /10 students is required and admitted free. The teacher DOES count as one of the free adults.
- Exploration programs, late-October to April: 3 adults / program are admitted free - the teacher plus two others.
- Always admitted free: 1-1 associates are always admitted free, regardless of program or tour.
- Limits on chaperones: Due to space considerations and program logistics, some programs have a limit on the number of adults that may come with the class.

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Domestic Animals

You understand that, as part of your visit to Living History Farms, you may come into contact with domesticated farm animals, such as chickens, pigs, horses, cattle, and sheep. Furthermore, you understand that, as spelled out under Iowa law, a domesticated animal professional is not liable for damages suffered by, an injury to, or the death of a participant resulting from the inherent risks of domestic animal activity, pursuant to Iowa Code Chapter 673. You are assuming inherent risks of participating in this domesticated animal activity.

Character Counts®

In 2011, Living History Farms adopted Character Counts!® That means, we will model the Six Pillars of Character during your tour and expect you to model them as well.

How you, your students, and chaperones can model the 6 Pillars of Character	How Living History Farms will model the 6 Pillars of Character
TRUSTWORTHINESS	
Finish what you start. Follow through on a task, project, or assignment. If you need help, it is ok to ask.	The information in the program will be accurate and presented in an age-appropriate way.
RESPECT	
Be respectful of other people and of the buildings, objects, and animals at the museum. Listen when others are talking.	We will treat all participants as we wish to be treated - with respect. When a student asks a sincere question, we will provide a sincere answer.
RESPONSIBILITY	
Be responsible for your own belongings. Follow all safety guidelines and instructions given by the program staff.	Staff will be on time and ready to go. We will provide a safe learning environment.
FAIRNESS	
Allow everyone to participate by taking turns. When looking at an object, or asking questions, give everyone a chance.	We will treat all equally. We will involve all, to the best of our ability. We will adapt what we do to the best of our ability to make the program accessible to all, regardless of ability.
CARING	
Be careful when picking up an object. It is best to ask before picking something up. If you see someone who needs a hand, ask them if you can help.	We will strive to make your experience the best it can possibly be by having a positive, open, and helpful attitude.
CITIZENSHIP	
Take care of the environment by putting trash in trash cans and recycling when you can.	We will use resources wisely, helping to care for the environment. We will work to protect the people, animals, objects, and buildings at the museum.

Museum Code of Conduct

During your visit, you agree that your group, including adults, will abide by the Museum Code of Conduct.

Living History Farms is committed to providing a fun, interactive experience for our guests.

Thank you for spending time with us at Living History Farms! Living History Farms is a privately owned property. So that our guests may enjoy their time at Living History Farms, we would like to share the following museum code of conduct.

Living History Farms reserves the right to refuse admission, revoke membership, control occupancy, or eject any person whose conduct is deemed by the management to be disorderly or fails to comply with the terms and conditions herein. Guests who do not act responsibly may be asked to leave. If they refuse to leave the property, they may be referred to law enforcement and prosecuted for criminal trespass.

Living History Farms is a Character Counts! ® organization. As such, we require staff and guests to adhere to the six pillars of character of Citizenship, Trustworthiness, Respect, and Responsibility, Fairness, and Caring.

Safety and Security

To ensure the safety of our guests and the security of our museum, all adult guests must enter the museum from the Visitor Center unless otherwise directed by management. All guests must visibly wear admission stickers that they will receive upon paying for tickets at our admissions booth. Children under the age of 16 are required to tour with the adult(s) they arrived with at all times.

Guests of Living History Farms agree to submit to security checks if requested upon entrance to the museum. Guests also voluntarily assume all risks incidental to attending the museum. Guests and ticket holders and program participants voluntarily agree that the management, facility, officers, directors, volunteers and employees of Living History Farms are expressly released by holder from any claims that arise from visiting the museum. Please take note of posted museum safety guidelines around the museum.

The museum is not responsible for lost or stolen personal items.

While visiting Living History Farms, the following general activities will not be accepted:

- Violations of the law.
- Any activity that threatens the safety of our guests, lease tenants and staff.
- Any activity that threatens the well being of the property, including livestock and artifacts, or that would disrupt the legitimate business of the property.
- Any activity that disrupts our pleasant, family-oriented environment.
- Any activity inconsistent with the general mission of Living History Farms.

Examples of specific activities that are prohibited include, but are not limited to:

- Disruptive profanity, vulgar or threatening language.
- Unnecessarily blocking walkways, roadways, or buildings.
- Excessive loitering.
- Operating unauthorized vehicles and/or transportation devices on Living History Farms property.
- Possession of any of the following items without expressed written permission from Living History Farms: aerosol cans, alcoholic beverages, electronic or vapor cigarettes, controlled or illegal substances, fireworks, or weapons (other than by law enforcement).

Living History Farms is a tobacco free museum.

Thank you for adhering to our Code of Conduct. We hope you enjoy your visit to Living History Farms!