

## Rules when groups visit Museu do Café

- The concerned groups shall make a pre-schedule of their visit (with or without monitoring of educators from Museum) from Monday to Friday, from 9:00 a.m. to 5:00 p.m., with at least one week in advance by telephone (55 13) 3213-1756 or by e-mail [agendavisitas@museudocafe.org.br](mailto:agendavisitas@museudocafe.org.br).
- The schedule shall be done from second fortnight of previous month to desired one for visits (Example: For visits on February, a contact from January 15<sup>th</sup> should be done).
- After pre-schedule of visit, the interested person will receive a form, which shall be fulfilled by group responsible and forwarded by Education Sector ([agendavisitas@museudocafe.com.br](mailto:agendavisitas@museudocafe.com.br)), for confirmation of schedule by Museum.
- For schedule of groups, at least 10 visitors is required.
- Preset times are available from Museum to interested groups (9:00 a.m., 10:00 a.m., 11:00 a.m., 12:00 p.m., 1:00 p.m., 2:00 p.m., 3:00 p.m. and 4:00 p.m.) for visits (with or without educator follow-up), and schedule is subject to schedule availability. Visit may happen everyday when Museum is opened for population.
- Gratuitousness to public schools with letter, requesting exemption and made a previous schedule is granted.
- Museum will forward Visit Rules to groups, which shall be read (and its ensured compliance) by group responsible.
- The duration of education visit is about one hour, with minimal time required of 30 minutes.
- Maximum tolerance in case of delay is 15 minutes. After this period, the group loses rights of visits with educator follow-up.
- In case of renunciation, please, contact Museum staff up to 24 hours in advance.
- Groups which didn't make previous schedule don't have preference in attending by Education Sector, and they have to adapt to availability of service when arriving at Museum.
- The maximum number of people served by hour is 40, subdivided into groups of up to 20 members followed by an educator from Museum. Entrance of each subgroup will be allowed in 5-minute break.
- For each group, a follow-up of a responsible older than 18 years old is obligatory. Followers will be responsible for suitable behavior of group at Museum inner, and they shall be together during whole visit.
- Every 10 visitors, a follower is free from payment of entrance. Other followers don't have rights to exemption, paying normal amount of ticket.
- We recommend to members of group leave their backpacks, handbags, bags, and other volumes within bus, facilitating the access to Museum. In case of it's not possible, we collocate lockers in reception.
- Evaluation form should be delivered to responsible by group in the beginning of visit which will serve as subsidy to improve attending to groups. Please, leave a contribution with criticism and suggestions.

Any information about options for schedule can be obtained in Education Sector by telephone (55 13) 3213-1756 or by site [www.museudocafe.org.br](http://www.museudocafe.org.br).

Rules mentioned above were created to facilitate visits of groups and to members usufruct their time at Museum quietly and with responsibility.