

THE HOUSE OF THE SEVEN GABLES GROUP VISIT FAQ

Q: How accessible is The House of the Seven Gables?

A: Due to the nature of their historic architecture, The House of the Seven Gables, the Nathaniel Hawthorne Birthplace, and the Counting House are not wheelchair accessible. Our Visitor Center and restrooms, Colonial Revival Gardens, grounds, and a portion of the Museum Store are wheelchair accessible.

Tours last approximately 45 minutes and take place on multiple levels in our 17th and 18th-century houses. Visitors are standing, walking, or climbing stairs during these experiences. Information is available about the rooms for those that cannot access any portion of the tour.

Q: How do I book my group reservation?

A: To book your group reservation, you need to fill out the Group Reservation Request Form, which can be found [on our website](#).

Q: How do I know if my reservation is confirmed?

A: A reservation is confirmed after filling out the reservation request form and hearing back from one of our Groups team members. You will have to send back the signed contract to secure the booking.

Q: I booked my reservation and received confirmation, now what?

A: On page 1 of the Groups Contract, there are due dates that are important to your reservation. Ensure that you meet the due dates in a timely manner so you do not lose your reservation.

Q: What is my check-in time?

A: The check-in time is the time listed on page 1 of the Groups Contract. This is the time that the group **must** check-in at. Groups who check-in past that time might not be able to tour.

Q: It is the day of my visit, and I have arrived at The Gables. What do I do?

A: The tour director should come inside the Visitor Center (leaving the group either on the bus or outside) and tell the Admissions Associate that the group is here. Admissions will alert the point-person for the group check-in. They will come and greet the tour director and give them further instructions.

Q: My group has large backpacks and/or shopping bags. Can I leave them in the Visitor Center while we are on tour?

A: The House of the Seven Gables is not responsible for the storing of backpacks, shopping bags, or other large items. For the courtesy and safety of other guests and the historic property, we ask that all backpacks and large bags be left on the bus or storage of bags be coordinated in advance. Exceptions to this policy are chaperones or students transporting necessary medical or personal items.

Q: Our tour is over. Can we leave the bus here and walk around?

A: After the group finished their tour, the bus must be moved from our lot. Please visit Salem.org for more information on bus parking.

Q: Am I able to leave feedback about our group visit?

A: Yes! Feedback can be left by filling out the feedback form, which can be found [on our website](#).