115 Derby Street ● Salem, MA 01970 ● (978) 744-0991 ● groups@7gables.org

2027 Group Travel Contract

Customer:
«PATRON_NAME»
«PATRON_ADDRESS»
«PATRON_CITY», «PATRON_STATE»
«PATRON_ZIP»

Order contact:
«CONTACT_NAME»
«CONTACT_ADDRESS»
«CONTACT_CITY»,
«CONTACT_STATE»
«CONTACT_ZIP»
«CONTACT_PHONE»

We look forward to your visit on **«RESERVATION_DATE»**. Check-in time is **«ARRIVAL_TIME». Your tour will begin at <<TOUR_TIME>>.**

Your current reservation is for **«NUMBER_OF_VISITORS»** total visitors.

We will need the final visitor count no later than **«FINAL_COUNT_DUE_DATE»**.

The order balance of **«ORDER_TOTAL»** is due on **«ORDER_BALANCE_DUE_DATE»**.

Please read the below contract, and return the signed document to groups@7gables.org within 5 business days or your reservation will be cancelled.

TERMS AND CONDITIONS

Please note special terms and conditions for October visits detailed on page five.

Payment:

- Full payment is due **two weeks** before reservation date.
- Payment can be made by Visa, Mastercard, American Express, Discover, or check.
    - If mailing a check, please allow extra shipping time for the check to arrive no later than one week before your booking. The check must reflect amount due for the day-of visitor count.
- **Failure to pre-pay two weeks before your reservation date will cancel your booking and space will be made available for new bookings**.

Check-in Process:

- The group is **required to check in fifteen minutes prior** to the start of their tour. Check-in time is listed on the first page. All visitors are required to be oriented before they can proceed with their visit.
- One of our staff members will meet your group on the bus to explain the rules. Please stay on the bus.

Late Arrivals:

- A group is considered late if they arrive **after** their scheduled tour **check-in time**.
- Call our Admissions staff 978-744-0991 x 116 as soon as it becomes clear you are not running on schedule on the day of your visit. We will do our best to make accommodations.
- We will do our best to accommodate the group, but access to the site is **not guaranteed** for late arrivals. If we are unable to accommodate a later tour time, late arrivals will be allowed self-guided access to the gardens and grounds **but will not** be granted access to the interior of The House of the Seven Gables.

Cancellation Policy:

- Should you need to cancel your reservation, notify us via email (groups@7gables.org) at least **three days** prior to the date of the reservation.
- Cancellations made more than three days in advance will be fully refunded.
- Cancellations made less than three days before reservation will be **non-refundable**.

Final Count:

- A final visitor count is required no later than **two weeks** prior to the reservation.
- If paying by check, ensure the amount reflects the accurate day-of visitor count.
- Day-of additions will **not** be accommodated.
- If day-of attendance does not reflect the headcount due to a decrease, **refunds will not be issued**.
- Any group with more than ninety people **must do** the self-guided gardens and grounds experience.

Complimentary Admission Policy:

- Professional tour escorts/directors and bus drivers accompanying adult and student groups receive complimentary admission.
- One chaperone for every ten students is complimentary and required for admittance.
    - Chaperones must always stay with their assigned students.

Parking:

- Free bus parking is available on a first come, first serve basis while a group is visiting the site.
    - There are four bus spaces in our lot.
- Bus engines are to be **turned off** whenever possible.

Picnic Areas:

- Please note that picnic areas are **not** available at The House of the Seven Gables.

Food and Drinks:

- No food, drinks, or chewing gum is allowed inside **any** of the historic buildings.
- Water bottles are allowed in the historic buildings.

Backpack Policy:

- 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**. Exceptions to this policy are chaperones or students transporting necessary medical or personal items.
- The House of the Seven Gables is **not responsible** for the storing of backpacks, shopping bags, or other large items. Please plan accordingly to store personal items on the bus.

Property Damage Policy:

- Any damage to The House of the Seven Gables property caused by deliberate or reckless acts is the group's responsibility.
    - Tour escorts/directors and chaperones will be notified of reported damage no later than two days following the visit.
- Any cost associated with repairs and/or replacement of property will be invoiced to the group
    - Payment will be due within ten days of issue.
- If payment is not received, the group will be **banned** from The House of the Seven Gables.

2027 Pricing

Receptive Tour Operator (RTO)

Lowest price offering because it impacts their profit.
Companies must self-identify, otherwise assumed to be PTO.

Ticket Type	Jan 1 – Sept 30 / Nov 1 – Dec 31	October
Adult	$18	$28
Senior (65+)	$16	$28
Student	$16	$28
Child (5-12)	$14	$28
Child Under 5	$0	$0
Grounds Pass (In/Off Season)	$8/$4	$13

Professional Tour Operator (PTO)

Discount offered due to volume of guests and reliability of regular/annual business.

Ticket Type	Jan 1 – Sept 30 / Nov 1 – Dec 31	October
Adult	$19	$28
Senior (65+)	$17	$28
Student	$17	$28
Child (5-12)	$15	$28
Child Under 5	$0	$0
Grounds Pass (In/Off Season)	$9/$4	$13

Non-Professional Tour Operator (NPO)

Lower price for larger groups from Girl Scouts to bachelorette parties.

Ticket Type	Jan 1 – Sept 30 / Nov 1 – Dec 31	October
Adult	$20	$28
Senior (65+)	$18	$28
Student	$18	$28
Child (5-12)	$15	$28
Child Under 5	$0	$0
Grounds Pass (In/Off Season)	$10/$5	$13

Private Tour

For groups of less than ten looking for a private, curated experience.
Starting rate for the entire group is listed below.

Adult/Senior/Student/Child	$400

OCTOBER POLICIES

October Buy-Out:

- A **full tour buy-out** at the retail rate is **required** for tours in increments of eighteen.
    - Final headcount includes the complimentary bus driver and tour escort/director tickets.
- Buyouts are available incrementally for eighteen, thirty-six, fifty-four, seventy-two, and ninety.

Payment:

- Full payment is due **two weeks** before reservation date.
- Payment can be made by Visa, Mastercard, American Express, Discover, or check.
    - If mailing a check, please allow extra shipping time for the check to arrive no later than one week before your booking. The check must reflect amount due for the day-of visitor count.
- **Failure to pre-pay two weeks before your reservation date will cancel your booking and space will be made available for new bookings**.

October Cancellation:

- All payments in October are **final**.

October Check-In Requirements:

- The group is required to check-in at least **twenty minutes** prior to the start of their tour. Check-in time is listed on the first page.
    - Expect heavy traffic getting to Salem in October. The House of the Seven Gables is busy and crowded. You will need extra time for check-in to navigate crowds, provide ample time to distribute tour tickets, divide into smaller tour-groups, and use restroom facilities.
- One of our staff members will meet your group on the bus to explain the rules. Please stay on the bus.

October Late Arrivals:

- A group is considered late if they arrive **after** their scheduled **check-in time**.
- Space on later tours will **not** be available for late arrivals.
- Late arrivals will be allowed self-guided access to the gardens and grounds but will **not** be granted access to the interior of The House of the Seven Gables.

Acknowledgement

Once a contract has been sent out, we will regard the reservation as confirmed, signed or not, unless otherwise noted.
Keep a copy of this document for your records.

Signature: _____ Date: _____

Company: _____