

Group Tour Pre-Visit Information

Contact Information

Main Office	847.967.4800
Group Tours	847.967.4849
Fax	847.967.4804
Email	grouptours@ilhmec.org
Website	www.ilholocaustmuseum.org

Fees

The fee for a private, docent-led tour is **\$15/visitor**, regardless of age. This fee includes general admission to the Museum.

Private group tour fees are applied to all scheduled visitors, including Museum members.

Payment

Once your tour is confirmed in writing, IHMEC requires payment in full in order to hold your tour slot. The Museum will hold your slot for 14 days following tour confirmation. If payment is not received within that time frame, the tour slot will be released for other groups.

Online credit card payments are preferred through www.ilholocaustmuseum.org/gtpayment. Checks should be mailed to Illinois Holocaust Museum & Education Center, Attn: Group Tours, 9603 Woods Drive, Skokie, IL 60077.

Changing Group Tour Plans

All changes must be requested *in writing* to the Education Department by email to grouptours@ilhmec.org or mail to Illinois Holocaust Museum & Education Center, 9603 Woods Drive, Skokie, IL 60077, Attn: Group Tours. *Changes will not be accepted by phone*

Cancellations

To avoid cancellation fees, you must cancel in writing at least one month in advance. Fees for group trip cancellations are based upon when the cancellation is received:

- More than 30 days in advance: Full refund of payment
- 30-15 days in advance: 50% refund of payment
- Fewer than 15 days in advance: No refund of payment

Please note that *we require payment for all registered visitors and do not offer refunds or balance adjustments* for absentees or reduced numbers once your request is confirmed.

Additional Visitors

If you have additional visitors you wish to add to your group, within your group's size range, you may do so up to two weeks in advance of your tour.

If your numbers increase into the next range, please notify us as soon as possible. While we make no guarantees, we will try our best to accommodate your group. Docent-led tours are capped at 15 people per docent.

Last-Minute Emergencies

In the case of a last-minute emergency cancellation (i.e. dangerous weather conditions), the Museum can reschedule your tour within 45 days at no additional fee, if exhibition space and docents are available.

Pre-Tour Conversation with Docent

The week before your tour, a volunteer Museum docent (tour guide) will call you to confirm your tour. Docents are not able to accept or handle any changes you request. These requests must be submitted in writing to the Education Department.

Dining Options

With the exception of items that are medically necessary, visitors may not bring outside food into the Museum.

For smaller groups, our Reflections Café offers light lunch and first-come, first-served public seating. For those who wish to have a private meal, the Museum offers catering and room rental. Please email us or call 847.967.4884 for more information on pricing and availability.

Accessibility

- Wheelchairs are welcome and may be checked out from the Coat Room with State ID.
- Upon request, the Museum will provide you with a list of ASL interpreters for the deaf with whom you may arrange a museum visit at your own expense. Call 847.967.4800.
- Service animals are permitted.

Safety & Security

All visitors must pass through metal detectors and have their belongings scanned. For your safety, all items brought into IHMEC are subject to inspection. Please note that food/beverage, chewing gum, candy, and video cameras are prohibited.

Location

The Museum is located at 9603 Woods Drive, between Golf & Old Orchard Roads. For driving directions, please visit our website to download/print an area and parking map.

Arrival/Departure

Please plan to arrive at the Museum 10-15 minutes prior to your scheduled reservation time, taking into account rush hour traffic and weather conditions. Groups arriving late will have abbreviated tours or may not be able to participate at all.

Group tours are led through the Karkomi Permanent Exhibition, the main historical exhibition of the Museum. If you wish to visit other Museum exhibitions, you are welcome to do so before or after your tour. These sections will not be docent-led. Please plan any travel arrangements accordingly.

Bus Arrival

Pull up to the “dark side” entrance of the Museum, around Woods Drive. The main contact person should enter the Museum to finalize payment and receive wristbands for group members. (See “Check-In” section below.) Meanwhile, group members should **remain seated on the bus**.

Once all participants have wristbands on, they may enter the Museum and head through security. You may then direct your bus driver to the main parking lot on the Museum’s west side. Drivers should park in designated bus parking slots. Drivers are welcome to tour the Museum free of charge.

Bus Departure

Please inform your driver of the time your tour is scheduled to conclude. Buses should pull up in front of the “light side” Museum exit at your group’s scheduled departure time and no earlier. If they arrive early and your group is not ready to depart, they may be asked to “circle” or park elsewhere until the group is ready. Please keep your driver’s phone number with you.

Car Arrival

Once cars are parked, please gather outside near the “dark side” Museum entrance to meet your group and assist the main contact person with wristband distribution. After all participants have wristbands on, they may enter the Museum and go through security.

Check-In

The main contact person should present his or her confirmation letter at the Admissions window and pay any balance due. If your group is larger than your reservation, please inform the Admissions clerk. *We cannot guarantee tour space for unregistered visitors or provide balance adjustments for absent visitors.* We accept credit card, check (made out to Illinois Holocaust Museum & Education Center), or cash. Payment must be made in one transaction; individual payments will not be accepted for private group tours.

Length of Visit

Group tours through the Karkomi Permanent Exhibition last approximately two hours.

Please note that these two-hour tours require continuous walking. Visitors with mobility concerns may want to bring wheelchairs or walkers.