

Chaperone Guidelines

As a chaperone, you play an important role in ensuring that your group has a successful trip to the Walters. To help your group have an enjoyable experience, we ask that you help our docents and staff in the following ways:

- For safety and security, we ask that you remain with the group at all times.
- Help keep your group together by addressing students by name, engaging in conversation, and encouraging participation on your tour.
- If a student is lost or injured, notify a Walters staff member. Security Officers monitor all galleries, and security desks are located at both the Centre Street (Level 1) and Charles Street (Level 2) entrances.
- Model good listening by minimizing cell phone use.

Remind students of these important museum guidelines:

- **We want you to have fun at the museum!** Enjoy the art, buildings, and conversation.
- **Look with your eyes, not with your hands.** Students and chaperones should keep an arm's-length distance from artwork at all times. This will help us preserve the art for future generations. Keep in mind that we have objects that may not seem like art, such as furniture. When in doubt, don't hesitate to ask.
- **Walk. Do not run.**
- **Use inside voices.** Your group will be sharing museum space with other visitors.
- **Stay together.** Use a buddy system and visit restrooms or water fountains as a group. Keeping your group together also helps make room for other visitors.
- **Flash photography is not allowed.** Photography is permitted in all permanent collection galleries, but please be respectful of your tour guide and refrain from taking photos while discussing works of art.
- **No backpacks, food, beverages, chewing gum, pens or umbrellas are allowed in the galleries.** Storage bins will be at the entrance for your convenience. Please note that pencils for sketching are permitted.

Guía Para Acompañantes

Su papel como acompañante es fundamental para ayudarnos a garantizar que el recorrido de su grupo por el Walters sea exitoso. Para que su grupo disfrute la experiencia, le pedimos que colabore con nuestros docentes y personal de la siguiente manera:

- Por razones de seguridad, permanezca con el grupo en todo momento.
- Ayude a mantener al grupo unido dirigiéndose a los estudiantes por sus nombres, conversando con ellos y alentándolos a participar de la visita.
- En caso de que algún estudiante se pierda o se lesione, notifique al personal del Walters. Los guardias de seguridad vigilan todas las salas, y hay escritorios de seguridad tanto en la entrada de Centre Street (Nivel 1) como en la de Charles Street (Nivel 2).
- Demuestre que escucha activamente evitando el uso del celular.

Recuerde a los estudiantes estas pautas importantes del museo:

- **Queremos que se diviertan en el museo.** Disfruten del arte, los edificios y las conversaciones.
- **Observen con los ojos, no con las manos.** Tanto los estudiantes como los acompañantes deben mantener un brazo de distancia de las obras de arte en todo momento. Esto nos ayudará a conservarlas para las generaciones futuras. Tengan en cuenta que hay objetos que quizá no parezcan obras de arte, por ejemplo, los muebles. Si tienen dudas, consulten.
- **Caminen. No corran.**
- **Hablen en voz baja.** Su grupo compartirá el espacio con otros visitantes.
- **Manténganse juntos.** Usen un sistema de parejas y visiten los baños o los bebederos en grupo. Mantener unido a su grupo también ayuda a hacer más espacio para otros visitantes.
- **Se prohíbe tomar fotografías con flash.** Si bien se permite tomar fotografías en todas las salas de la colección permanente, les pedimos que sean respetuosos con los guías y no tomen fotos mientras hablan sobre las obras de arte.
- **Se prohíbe ingresar a las salas con mochilas, alimentos, bebidas, goma de mascar, bolígrafos o paraguas.** Podrán almacenar dichos elementos en la entrada. Se permite el uso de lápices para dibujar.

School Tour FAQs

I booked a tour for my school group through Eventbrite. What's next?

You will receive a confirmation email with more details about your tour in the next few weeks. If you booked a guided tour, the docent leading your tour will also be in contact with you before your visit. If you have any questions that are not addressed in the confirmation email, please contact tours@thewalters.org.

What should we do when we arrive?

All groups should use the Centre Street entrance. Guided tour groups will meet their docents in the Centre Street Lobby and will be guided to the auditorium. There, students and chaperones will be welcomed with a tour preview and review of museum manners. They will also have the opportunity to place any belongings in bins labeled with their school's name. Self-guided groups should enter the galleries and start their self-guide as soon as they arrive. We ask that teachers assign groups and give instructions at school or on the bus before entering the museum so as not to block the lobby.

I booked a guided tour of the museum. Can my group explore the galleries on our own after the tour?

Yes, you are welcome to self-guide through the museum after your guided tour. It is recommended that students self-guide in the groups that they toured with, including their chaperone(s). Please note that there may be other groups touring the galleries. Our Visitor Experience and Security teams will notify you if a gallery is at capacity and offer suggestions of other areas in the museum to visit until space is available.

I booked a self-guided tour of the museum. What does this experience look like?

Self-guided tours are an opportunity for teachers and students to form their own museum experience. Teachers can lead their own tour, create assignments for students to complete, or allow for a freeform exploration of the galleries. If you would like suggestions of artworks to see or ways to make connections to your curriculum, email schoolprograms@thewalters.org. Please note, students should self-guide in groups with at least one chaperone per every ten students.

Where can we eat lunch?

Groups can eat bagged lunches outside in the parks surrounding the museum, weather permitting, or in the Lower Level of the museum with advance notice. Large groups may be asked to split up and eat in shifts due to space restrictions.

Can students visit the museum's gift shop or cafe?

Students are welcome to shop in the Walters Museum Store and Cafe! Please email tours@thewalters.org before your visit so that we can anticipate your needs.

What is the cancellation policy? Can we reschedule?

If you need to cancel your tour, please email tours@thewalters.org at least 48 hours in advance. Due to docent and gallery capacity, it may not be possible to reschedule a guided tour.

My school is Title I. How do we receive bus funding?

Bus funding is available for Title I schools in Maryland in the form of reimbursements. Please note that it is your school's responsibility to book and pay for your bus initially. If you are interested in receiving a reimbursement for one bus for your trip, please indicate so in the designated section on the registration form. This does not guarantee a bus reimbursement. If we are able to provide funding, you will receive a written confirmation email with more details. Failure to provide all necessary paperwork within 30 days of your visit will result in the inability to provide reimbursement and may factor into consideration for the prioritization of future funds.

Any other questions?

Email tours@thewalters.org.

THE WALTERS ART MUSEUM

DIRECTIONS AND PARKING INFORMATION

PLEASE SHARE THIS PAGE WITH YOUR TRIP DRIVER(S)

The Walters Art Museum is located at:

**600 North Charles Street
Baltimore, MD 21201**



DROP-OFF

Buses must stop on Centre Street at the corner of Cathedral and Centre Streets so that students can use the crosswalk. The safe stopping point for buses is highlighted in yellow on the map.

School groups will enter through the Centre Street Entrance (arrow pointing to this entrance).

PARKING

Buses may park with advance registration at a Baltimore City oversize motor coach facility. For more information, please visit: <https://www.baltimoreparking.com/bus-parking/>

If attended, buses are able to pull over and wait around the monument for the duration of your visit. However, please note that your bus may be asked to move.

Car Parking: Paid lots are located at Centre and Cathedral Streets, Centre and St. Paul Streets, and West Franklin Street between Charles and Cathedral. Metered street parking is also available.

TAKING PUBLIC TRANSIT TO THE MUSEUM

The Walters is located within a short walking distance of the free [Charm City Circulator](#) (stop 307 on the Purple line), MTA bus lines (Nos. 3, 11, 31, 61, and 64), and the Centre Street Light Rail stop.

PLEASE NOTE

Traffic and construction in the Mount Vernon neighborhood are unpredictable. Allow extra time for travelling.

Questions? Contact the Walters Art Museum at 410-547-9000 ext. 232 or tours@thewalters.org