

Planning Your Visit

ARRIVAL

The Museum offers a bus drop-off located on the east side of the Museum. Please arrive at least 15 minutes prior to the scheduled start of your program or guided tour. The Museum doors open at 9:00 a.m. The group entrance includes a dedicated coat storage area.

BUS PARKING

Four municipal bus parking spots are available on the Metcalfe Street extension to the east of the museum. (see map below).

CHECK-IN AND PAYMENT

Check-in and payment are efficient and quick. At our service desk you will be asked to provide an accurate head count for the number of people in your group, including accompanying persons. We will confirm your invoicing information or process your payment with a formal receipt of the transaction. Methods of payment include cheque, cash, direct payment, credit card, or invoice. Please make your cheques payable to the "Canadian Museum of Nature."

CANCELLATION POLICY

There is no charge for reservation modifications made up to one week before the planned visit. Our reservations coordinator can be reached by calling 613-566-4701. A fee may be charged for modifications requested less than one week before the planned visit. A service cancellation fee of \$75 will be invoiced for groups who do not show up for their planned visit. Programs cancelled due to inclement weather will be rescheduled without penalty.

GROUP MEALS AND NATURE CAFÉ

Groups are welcome to bring their own lunch and eat it in our group eating area. Please reserve your group's eating area at the time of your booking. You may also purchase meals made from organic and seasonal ingredients from the Nature Café, conveniently located beside our group area. Please contact reservations@nature.ca to reserve group meals from the Café (minimum 15 people).

ACCOMPANYING ADULTS / CHAPERONES OF CHILDREN

Adults asked to accompany groups of children under the age of 18. We offer one free adult admission for every 6 students (3 to 12 years old), and one free adult for every 10 students (13 to 17 years old). Additional adult chaperones in a group will be charged the student rate. Teachers and chaperones are responsible for their group and must supervise students at all times during their visit. Footwear must be worn at all times.

INFORMATION

For more information, please call our booking coordinator at 613.566.4701 or 1.800.263.4433

Canadian Museum of Nature
240 McLeod Street at Metcalfe
Ottawa, Ontario, K2P 2R1
We look forward to your visit!

