



MATTRESS FACTORY GROUP VISITS
TOUR POLICIES

CANCELTATION/LATE INFORMATION

Groups must contact the museum at least 3 business days prior to their scheduled tour to receive a full refund. If your group will be late, please contact the front desk at 412.231.3169. We cannot guarantee a guided visit for your group if it is more than 30 minutes late and you will need to pay full price instead of the group rate. There is no refund for missed tours unless the museum receives proper notification.

TOUR CONDUCT

All guided groups must have a minimum of one chaperone for every 10 students. Chaperones are required to manage and stay with the group throughout the entire program. Groups are expected to respect other visitors moving through the galleries. Please read our HOW TO BE A GREAT CHAPERONE! information sheet for more direction and details.

CAFÉ, SHOP and EATING LUNCH

The museum café cannot accommodate tour groups unless prior arrangements have been made with museum staff. If a tour group would like to bring their own lunch please arrange with museum staff ahead of time.

Only groups of 5 or less can enter the shop and must be accompanied by a chaperone.

PARKING

Free car parking is available in the museum's parking lot at 505 Jacksonia Street. Buses cannot be safely accommodated in the parking lot. Drivers can drop off visitors at the entrance to the lot and park on Jacksonia Street or other nearby streets.

ACCESSIBILITY

The museum's facilities at the main building, 500 Sampsonia Way, are wheelchair accessible. Our facilities at 1414 Monterey and 516 Sampsonia Way are not. Please notify us in advance if your group has special needs or requests.

For more information please feel free to visit mattress.org or contact me directly.

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