



Group Tour Policies

Group Rates (requires 10+ visitors, confirmed 2 weeks in advance):

Ages 13+ (including NFURHC Individual, Household, and Neighborhood Members): \$7

Ages 6 – 12: \$4

Ages 5 and under: free

Tour guide/bus driver: free

Eligibility. To qualify for the discounted group rate, groups must:

1. consist of **10 or more** visitors;
2. confirm their visit 2 weeks in advance; and
3. pay a 50% deposit, due 2 weeks in advance.

Advance Reservations and Deposit Required.

1. *To qualify for discounted group admission rates and guarantee a guided tour:*
 - a. reservations **MUST** be ***confirmed via email*** by the Heritage Center group tour coordinator a ***minimum of 14 calendar days*** (2 weeks) before the anticipated visit; AND
 - b. a 50% deposit **MUST** be ***received*** by the Heritage Center a ***minimum of 14 calendar days*** (2 weeks) before the anticipated visit. Payments may be made via the following methods:
 - i. check payable to “Niagara Falls Underground Railroad Heritage Commission, Inc.” and mailed to 825 Depot Ave. West, Niagara Falls, NY 14305
 - ii. via credit card by speaking with the group tour coordinator
2. Reservations booked less than 2 weeks before the anticipated visit do not qualify for the discounted group tour rate and cannot be guaranteed a guided tour.

Final Visitor Count Required.

1. A Final Visitor Count is required to the tour group coordinator a minimum of 14 calendar days (2 weeks) before the visit.
2. Minor adjustments of up to 5 visitors may be accommodated on the day of the tour. Groups are responsible for payment for all “no-shows” beyond 5 visitors.
3. Groups arriving with more than 5 additional visitors on the day of the tour **will pay full price for ALL additional visitors, and the additional visitors are not guaranteed a guided tour.**
4. The unpaid balance must be made before a group enters the Heritage Center or else visitors will be charged the full price.

Late Arrivals.

Admission to the museum occurs on a timed-entry basis, every 15 minutes. Therefore, your timely arrival is extremely important, as the next available time slot may be sold out.

Please be aware that we will make every effort to accommodate late arrivals, but **groups arriving late may need to wait up to 60 minutes or more** for the next open admission time slot and **are not guaranteed a guided tour.**

Museum Hours:

Monday:	CLOSED
Tuesday:	10:00 am – 6:00 pm
Wednesday:	10:00 am – 6:00 pm
Thursday:	10:00 am – 8:00 pm
Friday:	10:00 am – 6:00 pm
Saturday:	10:00 am – 6:00 pm
Sunday:	10:00 am – 4:00 pm

To inquire and book a tour:

Send an email to: tours@niagarafallsundergroundrailroad.org

Guided Tours Provided by Heritage Center Staff.

All introductions, orientations, and guided tours (collectively referred to as “Tours”) provided inside the Niagara Falls Underground Railroad Heritage Center will be provided by Heritage Center employees exclusively, to the extent personnel is available. Commercial tour operators are not allowed to conduct Tours (including providing an on-going narration of the Heritage Center exhibitry) inside the Heritage Center, whether or not Heritage Center employees are available. The Niagara Falls Underground Railroad Heritage Center Commission, Inc. reserves the right to decline group tour reservations from commercial and non-commercial group tour operators and to refuse admission to group tour operators who fail to abide by this policy.