

## **CC&V Gold Mine/Victor Lowell Thomas Museum Group Tours Adopted January 2017**

Thank you for your interest in group tours of the CC&V Gold Mining operations, Victor Lowell Thomas Museum and the historic town of Victor, Colorado, City of Gold Mines.

CC&V Mine tours are offered from Memorial Day weekend through Labor Day weekends, daily with no tours on Thursdays. The tours are of the surface mining operations, and do not include any underground workings. Tour times are 10 a.m. and 1 p.m. Special tours at other times or in the fall months may be considered if weather, tour guides, museum staffing and mining operations allow. Please call or email to determine the availability of fall tours.

Tours are \$8.50 per person.

In order to ensure that all tour-goers and planners are accommodated in a professional, fair and efficient manner, CC&V and the Victor Lowell Thomas Museum have agreed upon a set of policies for group tours of 13 or more.

Please keep in mind that our staff time is limited, and after June 1 individual tour reservations and museum operations consume all of the available staff time. In addition, please understand that CC&V donates all tour proceeds to the museum to aid with our continued operation. Tours are extremely popular and 90% of the time book up weeks in advance. Tour guides, budgets and vehicles are limited. To ensure that we are able to seat as many tours as possible (both individual and groups) in order to benefit the greatest from and respect CC&V's donation, we need to plan ahead and we require deposits for the group tours. Because motor coach tours replace an entire day of individual tours, a minimum of 30 paid people are required for the tour reservation.

### **Motor Coach Tours**

#### **General requirements**

Minimum 30 people required for a group tour.

All motor coach tours are best scheduled for 10 a.m.

Motor coach tours must provide their own bus and driver, and understand that the bus will be used for the tour on the mine site.

#### **Reservation Dates/Deadlines**

Subject to availability, weather and mine conditions - some dates may be blocked out and not allowed: ie. Gold Rush Days (3<sup>rd</sup> weekend in July) is not an available date for these tours.

Requests must be reserved as soon as possible but at least 30 days ahead of the tour date.

Approval of date and time is required from CC&V so scheduling in advance is important to ensure we have time to arrange the tour with CC&V.

#### **Payments**

A non-refundable deposit of \$50 is required to hold the date open at the time of the request. The remainder of the 30 person minimum, or the total amount for groups larger than 30, must be paid at least 30 days ahead of the tour date.

A hold can be put on the requested date without payment while waiting on CC&V's approval, but once CC&V approves the tour date, the deposit is required to guarantee the date is saved. The best way to make a deposit is with a credit card.

The actual head count of the tour is required at least 14 days prior to the tour so we can plan staffing and supplies needed.

Additional seats sold over the pre-paid 30 minimum deposit must be paid for at the time of arrival with one check, one credit card or one cash payment - the driver and tour guide will be comped.

### **Cancellations/Refunds**

Cancellations – the first \$50 of the deposit is non-refundable.

No refunds of deposits will be made for cancellations made within 30 days of the tour date and all deposits are subject to a \$4.25 per ticket cancellation fee.

Groups will be responsible for the minimum number and payment and will not be refunded for no shows

Tours are subject to weather conditions, and may be cancelled if weather conditions create unsafe conditions for the tour. If the tour is cancelled by CC&V and cannot be rescheduled, a full refund will be issued.

### **Rates & Group Tour Add Ons**

Rate is \$8.50 pp for mine tours

Museum admission group rate is \$6 pp including one hour of gold panning; payment must be made with one lump sum payment.

Walking tours as an add on are \$10 pp group rate, are subject to availability, minimum of 20 people, and require a 30-day advance notice, deposit of half the tour cost per person, and lump sum payment for the remainder due at time of the tour.

No individual payments are accepted for the group rate. If the museum admission/gold panning is not part of the package ticket sold by the agent, individuals may pay for these add-ons individually but the group rate does not apply.

### **General Information**

Please note the museum has no restroom facilities; the nearest one is across the street in the city park. Please allow adequate time in your schedule for tour-goers to use these facilities.

This is a tour of a working mining operation. Access and tour route will depend upon mining activities and may change from tour to tour.

Please note that all tour participants must:

- Find restroom facilities and food/drink AND be in the museum ready for the tour at least 30 minutes prior to the start time of 10 a.m.
- The museum is not handicap accessible
- Tour goers must wear fully closed toe shoes – no sandals are allowed, full-length pants (**no shorts allowed**) and tour-goers wearing sandals or shorts will not be allowed to leave the bus during the tour
- Hard hats and safety glasses will be issued at the time of the tour and must be worn during the tour

## **Full Van Group Tours Summer – Using CC&V vans – Preseason Bookings**

### **General requirements**

Max of 13 allowed on a group

### **Reservation Dates/Deadlines**

Subject to availability – some dates will be blocked out and not allowed: Gold Rush Days 3<sup>rd</sup> weekend in July is not available for these tours

Must be reserved in advance and prepaid in full in advance.

### **Payments**

Deposit of \$110.50 (13x8.50) is required at time of reservation to hold the seats

### **Cancellations/Refunds**

Refund is 50% of the deposit if cancelled at least 14 days in advance of the tour

Cancellations after 14 days forfeits the entire deposit

Groups will be responsible for the minimum number and payment and not be refunded for no shows

Tours are subject to weather conditions, and may be cancelled if weather conditions create unsafe conditions for the tour. If the tour is cancelled by CC&V and cannot be rescheduled, a full refund will be issued

### **Rates & Group Tour Add Ons**

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Walking tours as an add on are \$10 pp group rate, are subject to availability, minimum of 20 people, and require a 30 day advance notice, deposit of half the tour cost per person, and lump sum payment for the remainder due at time of the tour.

No individual payments are accepted for the group rate. If the museum admission/gold panning is not part of the package ticket sold by the agent, individuals may pay for these add-ons individually but the group rate does not apply

### **General Information**

Please note the museum has no restroom facilities; the nearest one is across the street in the city park. Please allow adequate time in your schedule for tour-goers to use these facilities.

This is a tour of a working mining operation. Access and tour route will depend upon mining activities and may change from tour to tour.

Please note that all tour participants must:

- Find restroom facilities and food/drink AND be in the museum ready for the tour at least 15 minutes prior to the start time of 10 a.m.
- The museum is not handicap accessible
- Tour goers must wear fully closed toe shoes – no sandals are allowed and tour-goers wearing sandals will not be allowed to leave the bus during the tour
- Hard hats and safety glasses will be issued at the time of the tour and must be worn during the tour

**Multiple Van Tours**

In the event there is a request to book one of these for a group that does not have their own vehicle (scouts, church etc):

Please contact museum staff to schedule a multi-van tour. These tours require special consideration and scheduling and are subject to availability, safety issues, and weather. Availability is at the sole discretion of CC&V.

Same payment and refund requirements as Motor Coach Tours except CCV vans and drivers are used. A minimum of 25 is required for these tours.

**After Season Fall Tours**

Must provide their own vehicle and driver – or CC&V van/vans can be used if available

We must be contacted for prior approval with 30 days advance notice

Payment and refunds are same as summer tours with 30-day advance notice and subject to availability.

Museum staff must be available to open the museum and show the video

Tours are subject to weather conditions, and may be cancelled if weather conditions create unsafe conditions for the tour. Every effort will be made to give 24 hour notice of cancellation due to mine conditions. If the tour is cancelled by CC&V and cannot be rescheduled, a full refund will be issued

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