

Adult Guided Tours

Thank you for booking a guided tour of Muttart Conservatory! We look forward to sharing the pyramids with you. This package is intended to provide you with additional information about your program and our facility, and answer some frequently asked questions.

For any booking questions, modifications, or cancellations, please contact our booking office directly:

Phone: **780-442-1442**

Email: **cmsschoolbookings@edmonton.ca**

Program Description

Join a knowledgeable interpreter for a guided tour of the gems of Muttart Conservatory's plant collection. You'll explore the lush plant life of the tropical pyramid, discover unique plant adaptations in the arid pyramid, and enjoy the changing of the seasons in the temperate pyramid. Tours can accommodate up to 20 individuals, include facility admission, and can be booked during weekday opening hours.

Program length: 1 hour

Group Size

The maximum number of people permitted on a Muttart Guided tour is 20. Due to the narrow paths in our pyramids, it is difficult for an adult group larger than 20 to hear and see the interpreter during the tour.

If a group arrives that exceeds a total 20, additional participants will be asked to pay facility admission fees and tour the facility on their own. Additional participants can re-join the group after the tour ends.

Interpreter Contact

The interpreter who will be leading your guided tour will contact you at least 48 hours prior to your program to confirm details with you. If you have not heard from your interpreter and have questions regarding your program, please call the program coordinator at 780-496-6952.



Group Comfort

Clothing: Some pyramids are very cool in the fall, winter and early spring. For your comfort, we suggest wearing long sleeves and/or sweaters during these seasons. Much of the tour will be spent walking and standing, so please ensure your group is wearing comfortable shoes.

Mobility Issues: To help us ensure all of your group members enjoy their tour, please inform your interpreter of any mobility issues, physical disabilities or other special needs that members of your group may have. Muttart has one wheelchair onsite for visitors to use on a first come, first serve basis. All pyramids are accessible by wheelchair.

Arrival Procedures

Muttart Conservatory is located at 9626-96A Street. There is ample free parking beside the Conservatory. Please meet your interpreter in the Conservatory's centre court area a few minutes before your program start time.

Facility Guidelines

As Muttart Conservatory is considered a living museum, there are some rules that we ask all visitors to abide by:

- Stay on the paths in the pyramids.
- Don't pick any leaves, flowers, or fruits.
- No food is allowed in the pyramids.



Payment & Cancellation Procedures

Program Fees and Payment

The amount owing is shown on your program confirmation. Payment is required prior to the program.

- Payment can be made by cash, cheque, Visa, MasterCard and American Express. Please have cheques made payable to The City of Edmonton, and write your booking confirmation number(s) on your cheque(s).
- Payment can be made at the facility, by calling 311 or by mail to Community Services Payment Processing, PO Box 2359, 14th Floor CN, Edmonton AB, T5J 2R7

Cancellation Policy

- You are required to provide written notice of cancellation of your programs via email to cmsschoolbookings@edmonton.ca
- If a program is cancelled and is not rescheduled within the same year at the time of cancellation, a fee of 50% of the cost of the program will be charged.
- The cancellation fee will not be waived if notice is of cancellation/rescheduling is given within less than 2 weeks of the scheduled program.
- The full program fee will be charged if less than 48 hours notice is given for cancellations or rescheduling.
- Programs run rain or shine. In the event of poor weather, you must call 780-442-1442 or email cmsschoolbookings@edmonton.ca if you are not coming. If you cancel due to weather conditions...
 - you will not be charged for rescheduling in the same school year, or
 - you will be charged a fee of 50% of the program cost per group if the program is not rescheduled.

Frequently Asked Questions

1) What happens if we arrive late?

Your program will start when you arrive at the Muttart Conservatory, and will end at the scheduled end time indicated on your booking confirmation sheet.

2) What happens if the weather is poor the morning of my program and I want to cancel/re-schedule?

Our programs run rain or shine. We do not automatically cancel any of our on-site programs due to weather. If you want to cancel and/or re-schedule your program, please refer to the Program Cancellation policy section. You will need to call the number listed in the above section to officially cancel and/or re-schedule your program. Cancellation fees may apply.

Please note that even if you have spoken to your interpreter prior to your program and expressed interest in cancelling/re-scheduling, you need to formally request a change to your program booking through the bookings office.

3) Is there a place to eat lunch at Muttart Conservatory?

There are several tables and chairs in Muttart's centre court for public use, which can accommodate small groups on a first come, first serve basis. There is also ample space to eat outdoors, either on the patio (spring-fall) or in the park surrounding Muttart Conservatory.

Culina Muttart, the café on site, is open 10am-4pm daily and serves lunch between 11am-2pm Monday-Friday. Reservations are recommended for large groups. To make a reservation, please phone 780-466-1181 or visit www.culinafamily.com/Muttart/

We look forward to seeing you at the Muttart Conservatory!

