



## GROUP TOUR POLICY

### Reservations

- To make reservations, contact the Shadows at (337) 369-6446.
- Reservations for groups of 10 or more should be made at least 2 weeks in advance. Group tours can be arranged for times beyond the regular hours, based on availability, to accommodate the group tour itinerary.
- Larger groups will be subdivided into smaller groups. The group will begin the tour at the same time, but in different rooms of the house.
- Please make request for French-speaking guide at time of reservation.

### Payment

- One payment must be submitted for all group members. Individual payments cannot be accepted.
- Credit card must be on file 30 days prior to scheduled visit for reservation to continue to be held.
- We accept cash, credit cards, and company/organization checks.

### Group Size

- We must know your group's size in advance. If you wish to change your group size, you must notify the site 7 days in advance.

### Refunds, Tardiness, and Cancellations

- Tours will occur rain or shine.
- For cancellations, a 24-hour notice is required.
- Groups anticipating a late arrival are to call the Shadows to inform staff of their actual arrive time. Reservations are held for 15 minutes. Arrivals after this grace period will be accommodated as time allows.
- No shows will be charged the full reservation amount.

### Getting Here

- All groups must check-in at Shadows Visitor Center (320 E. Main Street, New Iberia, LA 70560), which is across the street from the Shadows-on-the-Teche.
- Tour bus parking is available on Main Street in front of the Shadows, as well as next to the Shadows Visitor Center in the parking lot. All other guests are to park in the available spaces in the Shadows Visitor Center parking lot.