



## **DHS Visitor Policy**

The Detroit Historical Society is an independent, non-profit, which operates the Detroit Historical Museum and Dossin Great Lakes Museum on behalf of the City of Detroit. The buildings and artifacts are owned by the City of Detroit. We depend on ticket purchases, income from our gift shops, program revenue, collections fees, and tax-deductible contributions and memberships for support.

### **Code of Conduct, Rules and Regulations for Visitors of the DHS Museums:**

The DHS seeks to provide a world class history attraction experience in an environment that is safe, clean and comfortable. To accomplish this, we have adopted the following Code of Conduct, Rules and Regulations for Visitors. Any behavior that is disruptive to the experience of other visitors or is destructive toward exhibits, artifacts or the general facilities cannot be tolerated. Persons who violate these rules will be asked to leave the premises and may lose membership and/or admittance privileges. Violations perceived as criminal may result in arrest and prosecution.

The DHS properties include the Detroit Historical Museum, the Dossin Great Lakes Museum, the Collection Resource Center, and various outbuildings on the campus of Historic Ft Wayne. This includes all surrounding areas and parking lots.

**Code of Conduct for Visitors.** By following these guidelines, you will help DHS protect its artifacts and ensure we are able to provide a pleasant experience for all visitors. Thank you for your cooperation.

1. Handling artifacts, exhibits or equipment without the presence and permission of a DHS Staff member is not allowed. It is illegal to deface, damage, mutilate or destroy DHS property, artifacts, exhibits or equipment including altering or tampering with computers or software.
2. Indecent exposure, sexual acts, or behavior are prohibited.
3. Fighting, provoking a fight, or engaging in disorderly or boisterous conduct is prohibited. Visitors who act in a manner which causes public disturbance will be asked to leave the DHS properties.
4. Offensive, abusive, or threatening language or behavior is prohibited while visiting the DHS property; this includes behavior towards visitors as well as DHS Staff.
5. Display of profane, obscene or injurious language, texts or graphics for public view is prohibited. Visitors displaying such language on clothing will be asked to either change the garment, or otherwise cover the offensive image/language.

### **Rules and Regulations**

1. Loitering, gambling, selling, soliciting or campaigning on the DHS properties is prohibited.
2. DHS has instituted a NO WEAPONS policy. Carrying weapons or dangerous objects while visiting our museums is prohibited.



3. Do not leave children unattended. For youth/student groups, at least one chaperone is required for every ten children.
4. Shoes and shirts are required for all visitors.
5. Eating and drinking are allowed, but only in designated areas.
6. No open fires or personal grills are allowed in the DHS outdoor spaces.
7. Bicycles, scooters, tricycles, skateboards, roller / in-line skates or shoes with wheels are not allowed inside DHS properties.
8. Disability assistance equipment, such as wheelchairs, is available on a first come first serve basis. Personal wheelchairs are welcome on campus. Traditional electric assistance scooters are also welcome. Segways that are used must be brought by the guest and not allowed inside our buildings.

### **Pet Access Policy**

The policy concerning the access of privately owned animals (pets) to the DHS is as follows:

1. No animals will be permitted on the DHS property past entrances or security points. This policy is in effect at all times, including when the facilities are not open to the public.
2. Exceptions are as follows:
  - Service animals will be permitted to assist visitors with disabilities.
  - Police or other certified assistance animals will be permitted when accompanied by a qualified handler on official business.
  - The President & CEO of the DHS may allow animals into designated areas in all buildings for the purposes of special programming presentations or for other reasons deemed necessary. Permission must be documented and should be consistent with health and safety guidelines.

### **Smoking Policy**

Effective May 1, 2010, Michigan State Law prohibits smoking or vaping in areas controlled by a state or local government agency, places of employment, restaurants, bars, and hotels in the State of Michigan. Guests who do not comply will be asked to leave the DHS premises.

### **Ticket and Membership Transfer and Resale Policy**

#### **General**

- All individual (non-group) ticket, gift card and membership sales are final, non-exchangeable and non-refundable.



- The use of software (including BOTs) for the purpose of interfering with the ticket sale operation over the internet by circumventing controls on the DHS website are in violation of both federal and state law.
- In accordance with Michigan law, paid tickets or vouchers to any venue or event of the DHS may be offered for resale if the seller is in physical possession of the unredeemed standard ticket / voucher or print-at-home ticket. Bar codes must be intact, unused, and valid. (Tickets held in Will Call are not considered to be in possession of the purchaser for resale eligibility.)
- Tickets purchased and held at any Will Call location at the DHS must be picked up by the purchaser only. Photo ID and / or a signature may be required.
- Complimentary (\$0) tickets or vouchers issued by the DHS to its donors, members, sponsors, employees, or other partners hold no cash value and are not eligible for resale.
- The DHS is not responsible for honoring any commitments made by 3rd party sellers and will refuse admission if tickets are invalid.

## **Groups & Outside Organizations**

- Group discounts are available only with advance reservations (at least 24 hours) for groups of 15 or more. Group sales are not available online; please call our Tours and Program Sales Manager for more information at 313-833-1801.
- Group discounts are not available on all admissions or events.
- Organizations who purchase tickets to the DHS for their members / employees / clients must provide valid tickets AND identify their organization with a single reachable contact on all communications regarding the visit.
- The DHS is not responsible for honoring any commitments made by outside organizations or 3rd party sellers and will refuse admission if tickets are invalid.

## **Members & Memberships**

- Memberships sold by the DHS are considered personal benefit contracts between the DHS and the purchasing member. As such, they are non-transferable.
- Photo IDs are required for members upon entry to our museum venues and must match our membership records in Altru.
- Member benefits, such as free admission, discounted admission, member-only events, member-only promotions, and specially timed access to events or programs, are intended for and restricted to those named on the membership only and are not transferable to those outside of the member household.



- Tickets purchased via a membership account and/or intended for member-only times / events and tickets are not eligible for resale or transfer.
- Members in violation of resale policies may be subject to immediate revocation of their member status without a refund and be prohibited from purchasing a new membership for a period of no less than 5 years.
- Members are limited in the number of tickets they may purchase with their membership account for each event. Please refer to the DHS web event pages for specific limits.
- The DHS reserves the right to revoke membership without a refund if appropriate conduct has been violated.

## Personal Use Photography Policy

We welcome visitors to capture memories of their visit through photography under the following guidelines:

### General Guidelines:

- **Personal Use Only:** Visitors may take photographs for personal, non-commercial use in most museum spaces, unless otherwise indicated by signage or staff.
- **Flash Photography:** Limited flash photography is allowed. However, to protect the artifacts and other visitors' experiences, the use of external flash devices, tripods, or external lighting equipment is prohibited.
  - **Restricted Areas or Exhibits:** Occasionally, a temporary exhibition or special artifact is so delicate that flash photography is not permitted. Please respect any "No Photography" signs or instructions from museum staff.
- **Artifact Protection:** Always maintain a safe distance from artifacts while photographing. Do not lean over barriers or touch objects.
- **Respect for Privacy:** Please be considerate of other visitors and avoid photographing them without their permission.

### Exemptions:

- **Commercial Photography and Filming:** For any commercial, media, or professional photography, or if you plan to use photos for purposes beyond personal use, please contact the museum's Marketing Department for rates and prior permission for access.

Thank you for your cooperation!