

Frequently Asked Questions

Cancellation Policy

How do I cancel?

If you need to cancel, please call us at 716.270.8226 as soon as possible. The sooner you call, the more likely it will be that we can find you another date for your visit.

What is the cancellation policy?

You can cancel up to 21 days before the date of your visit with no penalty. If you provide less than 21 days notice, your school will be invoiced for a cancellation fee of \$75. This invoice must be paid before you or another teacher from your school can register for the program again.

What happens in the event of a school weather cancellation or emergency cancellation on the tour day?

There is no penalty for cancellation if school is cancelled for any reason. We will do our best to schedule you for an alternate date.

Our Resources

Who gives your tours?

Our tours are given by Gallery-trained docents or tour guides. These wonderful people volunteer their time on a weekly basis to give our school tours. Some of them drive from as far away as Niagara Falls or even Canada to fulfill their tour commitments. They undergo an intensive six-month training period where they learn about art history, our collection, and interactive tour techniques at age-appropriate levels. They receive ongoing training about our growing collection and other pertinent topics. Without them, we could not run our school programs!

We want our volunteers to feel appreciated—that is how we keep them active and enthusiastic. Your consideration for their commitment is an important part of that appreciation. Cards or thank-you letters are posted in our docent lounge so that everyone can see them.

Why is your group size limited to fifteen students?

If a group is larger than fifteen students, there are many spaces in the Gallery that are difficult to enter. When viewing works of art, it is difficult both to see and to hear if your group has more than fifteen students with chaperones. As a result, we take your total group size and divide by fifteen to arrive at the number of docents we will need to schedule for your visit. If you arrive with far more students than you indicated, your group size will be too large. If you arrive with a far lower number of students or none at all, docents may have traveled quite a distance for nothing.

What should I do if I have students with special needs, such as wheelchairs?

Please make sure you talk to our group tours office by e-mail at grouptours@albrightknox.org or by phone at 716.270.8226 and alert them to any students who have special needs so that we can better accommodate your group.

Chaperones

How many chaperones can I bring?

For K-3 groups, we require one chaperone for every ten students. For grades 6-12, we require one chaperone for each group of fifteen students. This way each older group will have one adult to accompany the docent on the tour and each younger group will have one to two adults.

How should I prepare my chaperones?

Please review the museum rules with your chaperones and tell them they can enhance the success of the tour, and thus the amount of learning that can take place, if they show active interest in the works of art, and keep their eyes on the students as well. When students see adults modeling appropriate museum behavior, they are more likely to behave well themselves. It is NOT helpful if chaperones chat amongst themselves, wander off, use cell phones during the tour, or look bored and unhappy.

Lunch

What facilities for lunch are there at the Gallery?

The Gallery has NO LUNCH FACILITIES. In good weather, Delaware Park is a nice place for a bagged lunch and is very close to the Gallery.

Transportation

How do I get my bus?

Each district has a different way of scheduling buses

Bus Transportation Options

Directions for using Laidlaw (First Student)

We encourage you to use Laidlaw Education Services.

- Schedule and book your bus through Laidlaw by calling 716.897.5798.
- Each bus trip scheduled for three hours, beginning at pick up and ending at drop off, will be \$135 per bus.
- Laidlaw will invoice the Albright-Knox Art Gallery after the date of your tour and will receive payment for your buses up to \$135 per bus.

OR

Directions for Other Bus Scheduling

- Schedule your bus through your district or a private bus company.
- Your district or bus company must invoice the Albright-Knox Art Gallery after the date of your tour and will receive payment for your buses **up to \$135 per bus**. Any additional costs are the responsibility of the school or district.
- Please advise your district or bus company to send all invoices to:

Mail to: Albright-Knox Art Gallery
Accounts Payable
1285 Elmwood Avenue
Buffalo, NY 14222

or fax to: 716-882-8773

or e-mail to: bcummings@albrightknox.org

- Your district or bus company will receive payment for your buses up to \$135 per bus (American funds) within three weeks after the date of your tour.

Can I visit from far away?

You can be reimbursed for visits as far away as you like! Our Canadian groups often have difficulties with time as the bridge wait is often long. PLEASE allow enough time for your wait at the bridge to be two hours or you run the risk of your docents leaving due to your being late.