



Visitor Services –Group Visits

Thank you for your interest in visiting LA Plaza de Cultura y Artes. We are a Mexican and Mexican American Cultural Center and Museum in Los Angeles located at 501 N. Main Street across from Olvera Street and next to Nuestra Senora Reina de Los Angeles Catholic Church.

Reservations

Reservations are to be made in person or by calling (213) 542-6259 during museum operating hours (see below).

Museum Operating Hours

Monday, Wednesday, Thursday, & Friday 12pm-5pm (Last Entry 4:30 pm)
Saturday & Sunday 10 am to 5pm (Last Entry 4:30 pm)
Closed Tuesdays

One-Hour Reservations/ One and a Half Hour Reservations

Self-Guided Group reservations maybe scheduled up to two months in advance. Proof of confirmed reservation **must** be presented at Visitor Services to check-in on the day of your scheduled visit. Once approved, LA Plaza will send email confirming date, time, group/organization's name (i.e. school, non-profit) as well as required student: chaperon ratio (if applicable). Only digital or printed copy of approved reservation will be accepted when checking-in. Reservations are dependent on availability and/or other museum scheduled activity.

Gallery Group Assignments (k- 12)

Please indicate on request, any school activities the self-guided group will partake in during its visit at LA Plaza, as the activities must always follow the gallery guidelines (see below), including chaperons supervising students as they complete school assignments. Teachers and students are encouraged to use the galleries as they complete assigned group assignments during their self-guided group visit.

Reserved-Small Groups- Check-in (Less than 15)

For groups with less than 15 people, please have the group's main chaperon check-in at Visitor Services Admissions Desk. Small groups are to remain together while awaiting checking-in procedures at admissions.

Please note: K-12 groups **must** have 1:8 (one adult for every eight students) ratio before entry. College students are exempt from chaperon ratio.

Reserved-Large Groups- Check-in (More than 15)

Onsite Instructions

For groups with more than 15 people, please have the main chaperon check-in at the front desk, while the remainder of the group awaits outside. Please do not block museum entrance, or the sidewalk. Self-guided group is to line-up alongside the designated area outside the main entry doors in front of LA Tienda (museum store).

The group's main chaperone will be given admissions stickers by a Visitor Services Associate with further instructions. Stickers are to be worn and visibly seen throughout the duration of the self-guided group visit. Stickers are to be placed at eye level on their shirt. Upon entry, a Visitor Services Associate will also check-in food and large backpacks at admissions desk to ensure the group has been checked-in and is wearing stickers appropriately.

Group Division & Coordination

Large groups will be divided accordingly by a Visitor Services Associate. Visitor Services will coordinate with the Chaperon to determine group count for the first and second floors following Maximum Occupancy regulations the museum. Group coordination will occur outside before museum entry.

Maximum Occupancy for Self-Guided Groups at LA Plaza de Cultura y Artes

Second Floor
K-12 Group Ratio: 24/3

First Floor
K-12 Group Ratio: 32 /4

Rotation of Groups- Gallery Levels

In order to maintain regulations for the appropriate group count inside the galleries, a Visitor Services Associate will set a designated time to rotate the groups between both gallery floors. Please do not allow groups to rotate among themselves. A Visitor Services Associate will check-in and kindly ask the groups and chaperons to gather before departing to the next gallery floor, thus following the Visitor Services Associate to the next unexplored floor.

Gallery Introductions by Visitor Services

As each group walks into the space, a Visitor Services Associate will lead the group into the galleries providing a small introduction about the space as well as related gallery guidelines.

Supervision by Visitor Services

Visitor Services Associates are LA Plaza's Gallery Attendants. As attendants they serve and maintain the following:

- ✓ Safety of Installed Artworks and Objects
- ✓ Self-Guided Group Rotations & Supervision
- ✓ Maintain Maximum Gallery Occupancy
- ✓ Answer Visitor & Self-Guided Group Gallery Questions

If any questions, feel free to connect with the Visitor Services Associate onsite.

Sample of Large Group Divisions

Below is a sample of how self-guided group visits are divided before entry at LA Plaza de Cultura y Artes. Visitor Services has the right to modify (reduce group counts) as seen fit for the museum

Group Count*	1 st Floor	2 nd Floor	Groups (Outside)
15- 32	Self-Explore	Self-Explore	N/A
32- 49	Divide in Half	Divide in Half	N/A

Disclaimer: Groups Visits are self-guided. For a scheduled tour, please email education@lapca.org.

50	25	25	N/A
51- 99	Accordingly Divided	Accordingly Divided	Yes
100	25	25	50

*Counts combines both Chaperons and Students.

- (15-32) Total Group may be allowed to explore the museum between both floors.
- (32-49) Groups will be advised and coordinated by a Visitor Services Associate, and usually divided in half. One group to the first floor and the remaining group to the second floor.
- (50) Ideal split. No groups remain outside for entry.
- (51-99) Groups will be accordingly divided by the Visitor Services Associate. Total group may be divided into 3 more groups. Remaining groups will be on standby until the first initial group exits. Recommend reserving a longer time slot reservation.
- (100) Ideal split. Recommend reserving a longer time slot reservation. A 50 count will remain outside on standby until the initial group exits. Visitor Services Associate will notify outside remaining groups when entry is available.

Timed Explorations

A one-hour reservation slot permits the following groups to explore a specific time frame for each level. Chaperon may request to rotate earlier by notifying the nearest Visitor Services Associate. Longer reservation slots depend on calendar availability for LA Plaza's Self-Guided Group Visits.

Please see below:

Group Count	Time Permittance (Each Level)
15-32	Explore 60 mins between levels
32-49	Explore 30 mins per level
50	Same as above
51 – 99	Depends on the number of groups divided (i.e. 4 subgroups, 15 mins each floor for 1-hour slot)
100+	Recommend longer reservation (i.e. 1 hr. 30 mins, 20 mins each floor to explore)

Gallery Guidelines

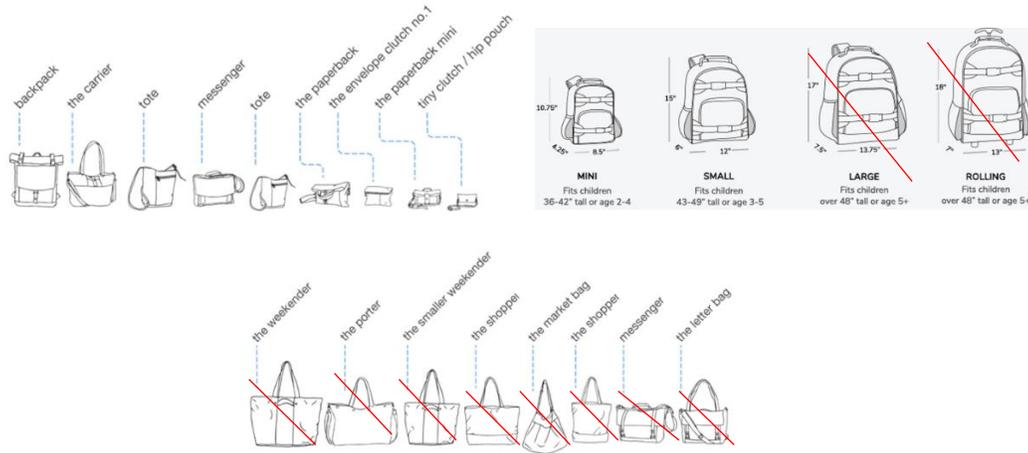
Please share the following museum guidelines to your group before your visit.



1. Large Backpacks, Handbags, and Purses - Not allowed.

Please adhere to the following rules regarding backpacks, handbags, and purses. Rotating exhibits may house sensitive objects and the prohibition of large backpacks and large parcels prevents any accidental bumps and damages while exploring the galleries.

Permitted: Mini-Backpacks and small handbags and purses.



2. Food & Drinks - Not allowed.

Only sealed water bottles may be allowed into the museum. However, **no drinking** is allowed within the space. Water fountains are available on both levels of the museum.

3. K-12 Student Ratios is a 1:8 ratio.

For every teacher/parent chaperon, a group of eight students must be accounted for - **NO EXCEPTIONS.** Teacher/Parent Chaperon must always be with their group of eight students during their visit.

4. Indoor Etiquette: For the safety of others and the housed objects, no running and/or rough play is every allowed within the galleries. Indoor voices are to be used throughout Galleries and other indoor spaces of the building.

Student- Chaperon Responsibility (K- 12)

For proper supervision and safety, LA Plaza de Cultura y Artes requires students to stay with their designated chaperon throughout the self-guided group visit. Students seen unchaperoned will be escorted by Security to Visitor Services and designated chaperone will be notified to pick up student/s.

Chaperons are responsible for supervising and ensuring students follow museum etiquette and all museum procedures. LA Plaza de Cultura y Artes reserves the right to cancel/terminate any visit if students do not adhere to gallery guidelines and/or if chaperons are not properly supervising their designated group during the self-guided group visit.

Non-Reserved Groups

Student ratio chaperon of 1:8 applies to all non-reserved groups visiting LA Plaza from K-12. Groups without prior reservation may check-in at Admissions. Entry depends on museum’s maximum capacity for groups at the time of arrival.

Type	Restrictions
Non-reserved groups (5–10) without chaperons	No entry. LA Plaza will not admit small individual groups without proper supervision of a chaperon due to safety guidelines within the galleries. <u>Applies to all K-12 student group visits.</u>

Non-reserved groups (5- 10) with chaperons	Please inquire at admissions desk for group access availability due to museum’s capacity regulations.
Non-reserved groups (25-Above) with chaperons	Please inquire at admissions desk for group access availability due to museum’s capacity regulations.

LA Plaza requires schools to contact Visitor Services to reserve your self-guided groups. Due to large demand, LA Plaza will not check-in scattered small groups without prior approved reservation and appropriate chaperons (specific to K-12).

For further information about LA Plaza’s current exhibits and large group divisions, please contact the Visitor Services Department during museum operating hours at (213) 542- 6259, or by via-email at info@lapca.org.

La Tienda

During large self-guided group visits, La Tienda remains closed. LA Plaza welcomes and encourages groups to come back as individual guests.

Lunch Areas

There are no available reservations for onsite picnic area lunching on LA Plaza’s outdoor campus during operating hours due to scheduled tours and ongoing special events.

Automatic Cancellations

Large groups with self-guided group reservations not checked-in within the first 15 minutes at admissions will be automatically canceled unless alternate arrangement has been approved by Visitor Services in writing.

For late arrivals, please contact Visitor Services during museum operating hours to hold the group’s reservation. Please note: ending time for reservation remains the same regardless of arrival time/check-in time.