



Diefenbunker

Canada's Cold War Museum
Musée canadien de la Guerre froide

Registering Your Group Tour

To register your group, please fill out both pages below and fax or email them in at least three weeks in advance. We are happy to accommodate last minute bookings where possible but please note that partial forms will not be accepted. For more information, please call us at 613-839-0007 extension 268.

Fax number: 613.839.3725

Email address: tours@diefenbunker.ca

Number of Participants	
Age Groups	<input type="checkbox"/> Adults <input type="checkbox"/> Students (with ID) <input type="checkbox"/> Seniors (60+) <input type="checkbox"/> Youth (6-18)
Preferred date and time	
Alternative date and time	
Language (circle one)	English / French
Contact Information	Contact Name: Telephone Number: E-mail: Fax Number: Mailing address:
Tour Company Name (If Applicable)	
Organization / School	
Credit card number	
Expiry date and card type	
Cardholders name (as it appears on the card)	
Cardholder's Signature	

A Credit Card number is required for booking purposes only. Payment must be made upon arrival.

Group Tour Cancellation Policy

Any cancellations or reduction in numbers must be communicated a minimum of two weeks in advance of the booking. Any changes made past the cancellation date will be subject to cancellation fees (see below for prices).

Emergency cancellations are subject to the approval of our Education and Volunteer Manager. Under all other circumstances, our booking agent must be notified in writing (e-mail or fax) **as well as** a phone call two weeks prior to the visit for any changes and/or to cancel the reservation.

Method of Payment

Payment is due upon arrival and must be made in the form of Visa, MasterCard, Debit, Cheque or Cash.

If you would like to be invoiced, we require a signed and completed account authorization form at least two weeks prior to the visit.

We do not issue refunds for pre-made cheques if the difference between the cheque and the charge is \$50.00 or less.

Late Arrivals / Change in Numbers

Please be advised that if your group should arrive late, we cannot reduce the admission fee nor can we promise that your group will receive a full tour due to possible scheduling conflicts.

We allow a discrepancy of no more than 5 participants from the original number booked. If the discrepancy between the group size at booking (confirmation) and group size at arrival is more than five, the group will be charged for the full confirmed group size.

It is at the museum's discretion to allow or refuse a group arriving with more visitors than were booked.

Chaperones / Supervision

For all youth and student groups, we require a ratio of 1 adult for every 15 youth.

It is the responsibility of the chaperones / supervisors to ensure the proper conduct of their groups at all times.

Group Admission Rates (+HST)

Adults	\$12.50
Seniors (60+)	\$11.50
Students (with ID)	\$8.00
Youth (ages 6 to 18)	\$6.00
1 adult per 15 students	Free
1 Tour Operator/ 1 Bus Driver	Free

Cancellation Fees (+HST)

Adults	\$6.25
Seniors (60+)	\$5.75
Students (with ID)	\$4.00
Youth (ages 6 to 18)	\$3.00
1 adult per 15 students	N/A
1 Tour Operator/ 1 Bus Driver	N/A

These rates cannot be combined with any other discount, program, coupon or special offer.

I have read and agree to the above procedures and recognize that failure to adhere to these rules could result in the refusal / expulsion of the group or additional charges / cancellation fees.

Signature of Registrant

Date

Name (Print)