

GUIDED TOUR GUIDELINES FOR SCHOOLS

1. General Guidelines

- i. Please note that all **guided tour requests** must be submitted to Indian Heritage Centre (IHC) **at least 42 days (approximately 6 weeks) in advance**.
- ii. All locally based schools must submit their visit to IHC via [Bookmuseums](#). Overseas schools may submit their visit to IHC via the group booking form found at this link: <https://go.gov.sg/ihcgroupbooking>.
- iii. Due to space constraint within IHC galleries, IHC will be able to take in a **maximum of 40 pax** (excluding educators and parent volunteers) at any one timeslot. The total number of pax permitted into the galleries is subject to change based on the bookings made by other organisations for the slot or day.
- iv. Schools that intend to visit IHC with more than 40 pax per day must stagger their classes by the hour or over several days.
- v. Each docent will be able to take a maximum of 20 students per group. Therefore, IHC will arrange for the number of docents based on the expected number of students.
 - i. Please note that IHC reserves the right to amend the group sizes on the day of the visit depending on the number of students and docents available.
- vi. IHC team highly recommends that there is minimum **ONE ADULT ASSIGNED TO EACH GROUP** (teacher or parent volunteer). Adults representing the school **MUST** accompany the students into the galleries.
- vii. If there are students with **special learning or physical needs**, please do highlight to IHC team before arriving at IHC so that we can pre-empt our docents.
- viii. Please be informed that **pen and erasers are NOT ALLOWED** in the galleries. Students must **only use PENCILS to complete any resources**. IHC **does not** provide pencils to students.
- ix. Students and educators who are unwell are encouraged not to visit the Centre.

- x. IHC offers the mandatory Museum-Based Learning (MBL) programme for Primary 5 cohorts from **Tuesdays – Fridays** at **9AM -11AM, 12PM – 2PM, 2.30PM – 4.30PM**. Therefore, schools are requested to be considerate of other visitors and tours that are taking place within our galleries.

2. Upon arriving at IHC:

- i. Schools must arrive at IHC at least **15 minutes earlier**. All visits should conclude within the stipulated time slot. No extension of tour for classes that arrive late for the guided tour.
- ii. Schools to instruct the bus-driver to drop-off and pick-up at IHC's Clive Street drop-off point. Refer to the images found on Annex A for the drop-off location images.
- iii. As there is no sheltered walkway from the drop-off point to IHC, schools are to prepare some umbrellas or ponchos in case of wet weather to ferry the students from the bus to IHC or vice versa.
- iv. Educators and students are to proceed to our Frontdesk at Level 1 for registration.
- v. As there are limited number of lockers available at IHC, we recommend that students carry a smaller, lighter bag for their visit to the Centre.
- vi. Students are to carry their valuables such as wallet and handphone with them during the tour.
- vii. As food & drinks are not allowed in the galleries, students are reminded **NOT** to bring their water bottles into the galleries.
- viii. If a student is unwell during the tour, please inform a security guard on duty within IHC or IHC staff immediately. Teacher in-charge will be asked to inform the school and proceed according to school SOPs.

3. Museum Etiquette

Students must be reminded on the following:

- i. To speak in low tones to be considerate of other visitors in the galleries.
- ii. **DO NOT** run in the galleries. Walk at all times to ensure that the students or other visitors do not get injured.
- iii. Flash photography is **NOT** permitted in the galleries.
- iv. **DO NOT** touch the artefacts. Touching the artefacts will trigger the gallery alarm.

- v. DO NOT place booklets/writing materials on the walls/artefact showcases/text panels to write.
- vi. DO NOT obstruct the pathways and exits around the galleries to be considerate of other visitors.
- vii. Please be informed that **pen and erasers are NOT ALLOWED** in the galleries. Students must **only use PENCILS to complete any educational resources**. IHC **does not** provide pencils to students.
- viii. Eating and drinking is strictly prohibited in the galleries. All food and drinks must be consumed outside the building premises.
- ix. Students who fail to observe the above will be asked to leave the Indian Heritage Centre.

4. Penalty Fee for Change in Numbers/Cancellation/No-Show

- i. With effect from 1 March 2024, schools must inform IHC **at least 24 hours in advance** should there be any changes to the total number of students expected to visit IHC. If the variance in the number of pax booked for and actual attendance is 15 pax or more, schools will be levied with a **penalty fee of \$50 per docent**.
- ii. With effect from 1 March 2024, schools will be levied with a penalty fee of \$50 per docent in the following scenarios:
 - Cancellation of their guided tour request **7 working days or less before** the date of their visit without prior notification given to NHB in writing or cancellation of slot(s) booked via Bookmuseums.
 - No-show on the day of the visit. For the purposes of this clause, a no-show refers failure to turn up for the programme without any prior notification given to NHB in writing or cancellation of slot(s) booked via Bookmuseums.

Annex A

A) Pick-up & Drop-off point along Clive Street



B) Emergency Access Stairs



From left to right: emergency access stairs on levels 2 – 4

