



Blennerhassett Island Historical State Park Group Services Policies and Guidelines School/Youth Groups

Final Count

- Final passenger count is due with payment on or before 72 hours prior to the scheduled tour date (with the exception of school groups).
- Please provide the breakdown of students/youth, teachers/leaders, chaperones/parents, and bus drivers.
- Please indicate whether chaperones are paying with the group or individually upon arrival and advise them of the following:
 - If paying separately, they will pay the general adult admission price.
 - If not included in final count, they are not guaranteed the same boat or tour times. (Please see the attached Chaperone letter.)

Payment

- Payment is due with final passenger count on or before 72 hours prior to the scheduled tour date (with the exception of school groups).
- School groups may pay on the date of their tour, upon check-in at the Blennerhassett Museum.
- At the time of payment, if not before, please provide signed Acknowledgement of Group Services Policies and Guidelines and tax exemption form (if applicable for food order).
- Payment may be made with cash, check, or credit card (only one form of payment); a receipt will be provided.
- Please make checks payable to Blennerhassett Island Historical State Park.
- Tickets and/or receipts may be picked up:
 - If visiting the museum first, in the museum lobby.
 - If visiting the island first, at the sternwheeler landing at Point Park
- Refunds are not issued if the group arrives with less than the paid for final count.

Arrival and Boat Departure

When Visiting Blennerhassett Museum First:

Please plan to arrive at least 5 minutes before your scheduled time in order to:

- Register.
- Receive tickets and/or receipt.
- Receive museum rules.
- Organize into smaller groups, if necessary.
-

When Visiting Blennerhassett Island First:

Please plan to arrive at least 10 minutes prior to departure time to:

- Register
- Receive tickets and/or receipt.
- Organize at the boat dock landing before boarding sternwheeler.

Passenger Drop-off, Pick Up, and Parking

If Visiting Blennerhassett Museum First:

Buses:

- Buses may unload—or reload if visiting museum last—passengers at the museum entrance on Juliana Street. This entrance is also wheelchair accessible.
- Buses may then park at the end of 1st Street while the group is touring the museum (enclosed map with parking areas highlighted).

Cars or Vans:

Parking is available for cars or passenger vans in the following areas (enclosed map with parking areas highlighted):

- By the museum, designated paved parking lot off of 2nd Street under the bridge overpass and in spaces marked with a red "M."
- Along Juliana Street beside the museum in spaces posted with "M."
- Parking lots on either side of the Flood Wall at Point Park.
- Gravel lot on right before entering gate of Flood Wall.

When Visiting Blennerhassett Island First:

Buses:

- Buses may unload and reload passengers in the paved lot located in front of Point Park boat dock.
- Passengers must arrive at boat dock **10 minutes prior** to departure time.
- Buses may then park at the end of 1st Street while the group is touring the Island (enclosed map with parking areas highlighted).
- If passengers are visiting the museum last, buses may reload at the museum entrance on Juliana Street. This entrance is also wheelchair accessible.

Cars or Vans:

- Follow the same instructions as if visiting the museum first.
- Once parked, proceed to Point Park boat dock. Passengers must arrive at boat dock **10 minutes prior** to departure time.

On-site lunch options

- The concession stand is available for individual purchases. They offer a variety of menu options.
- Boxed lunches are available for pre-order. Contact Group Services Coordinator for information about this service.
- **Groups ordering boxed lunches must provide a copy of their tax exempt form.**
- If you have pre-ordered boxed lunches, you will pick those up at the concession stand.
- If you have pre-ordered box lunches, you must confirm your number of lunches 10 days in advance with your final count. Your confirmed number is what you must pay for, even if you arrive with less in your group.
- Bringing your own lunch is also an option.
- You may eat at the shelter that is connected to the stand, or there is a brick shelter or large party tent available for rent for \$55.00 each. The following applies:
 - Reservations of the brick shelter or tent will have a pink 'reserved' sign posted on that area.
 - Coolers, backpacks, and other items may be left at your reserved area.**Note: The Island is home to many animals, and we suggest having a group member stay with lunches to make sure they are still there when your group is ready for lunch!**
- The park is not responsible for items lost, stolen, or damaged.

Late arrival policy

- It is important to be on time. Your field trip is carefully scheduled and interwoven with the tours of many other groups.
- If you do encounter problems on the day of your visit and are running late, call the museum as soon as possible.

Blennerhassett Museum:

- Groups arriving more than 15 minutes late are not guaranteed their scheduled tour.

Blennerhassett Island – Sternwheeler:

- **The boat departs for the Island at the top of every hour.**
- If a group misses their boat departure, they must wait for the next scheduled boat departure **pending available seating.**
- The boat cannot wait for groups who arrive late; groups must arrive at Point Park boat dock **10 minutes prior** to departure time.

Island Tours:

- Groups should arrive to the starting point for mansion tours and/or wagon rides at least 5 minutes prior to their scheduled tour.
- Failure to arrive on time may result in forfeiture of your tour(s).

Rescheduling

- To change or reschedule a group visit, call Group Services at least 72 hours in advance.
- Rescheduling is done as space and time permits without loss of deposit (if applicable).

Eva Joy, Group Services Coordinator • Email: Eva.R.Joy@wv.gov
Phone: (304) 420-4800 • Fax: (304) 420-4802

Blennerhassett Island Historical State Park • 137 Juliana Street • Parkersburg, WV 26101
www.blennerhassettislandstatepark.com • www.facebook.com/BlennerhassettIslandStatePark

Cancellations

- Cancellation notices must be given directly to the Group Services Coordinator and the following applies (with the exception of school groups):
 - Notices received on or before 72 hours prior to scheduled tour date will receive a full refund.
 - Notices received less than 72 hours prior to scheduled tour date, or if the group is a “no show,” will forfeit all monies paid. If, for any reason, the remaining balance has not been paid within the required time period, an invoice will be mailed and payment will be required.
- ***All tours go rain or shine; but should the park cancel for any reason, all attempts will be made to reschedule your tour.***

Accessibility

Blennerhassett Museum:

- The museum is accessible to people with mobility limitations.
- A wheelchair ramp is along the Juliana Street entrance of the museum.
- An elevator is available inside the museum to navigate the three floors of exhibits.

Blennerhassett Island:

- The first level of the sternwheeler, Island grounds, first floor of the mansion, first floor of the Putnam-Houser House, and wagon rides are all accessible to people with mobility limitations.
- The second floors of the mansion and Putnam-Houser House are not accessible.
- For those who need assistance walking to the tours on the Island, the Friends of Blennerhassett volunteer group operates a golf cart for transportation, free of charge. For additional information or to schedule this service, contact Group Service.

General Information

- **Tours go rain or shine.** For their comfort, please inform group to dress appropriately for the weather and wear comfortable shoes. Much of the time at the state park will be spent outdoors moving from site to site. In the event of severe weather conditions, you will be contacted about alternate arrangements.
- **Take an accurate head count before leaving—do not leave this until your arrival.** Please have the breakdown of students, teachers, chaperones, and bus drivers.
- There is a 15 minute video presentation—located in the lower level theater area of the museum—that may be viewed at the beginning of your museum tour. This short presentation is an entertaining and educational overview of the history of the island and the Blennerhassetts.
- The television in the museum theater area is a do not touch zone
- The use of hair spray, perfume or aftershave may attract bees and yellow jackets to the scent. Avoid scented perfumes, etc. to reduce insects that find visitors attractive.
- First Aid supplies are available at the Museum Front Desk or at the Island Ticket Booth.
- No food, candy, gum or beverages are allowed in the state park buildings. This includes the museum, mansion, wagon ride, and gift shops.
- Guests may not wear backpacks or carry large bags into the museum, mansion or gift shops. If possible, guests should leave their bags on the bus or in their vehicle.
- Photography is permitted; however, the flash must be turned off (flash is allowed in the kitchen of the Blennerhassett Mansion only).
- For mansion and wagon ride tours, larger groups may need to be divided so the tours are better for hearing, questions and space consideration for viewing. Carefully review tour schedule to see if the group is to be divided at any point.
- Artifacts and exhibits are ‘no touch’ zones.

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- Be aware that other groups may be touring at the same time. Please be mindful by using the appropriate tone of voice.
- Please be attentive and respectful to tour docents and wagon ride operators.
- West Virginia state law prohibits feeding of wildlife at state parks.
- The Blennerhassett Island shoreline can be unstable. For your safety, do not walk along the river bank and stay off the rocks. Throwing rocks into the river is prohibited.
- All tickets for tours on the island must be purchased at Island Ticket Booth prior to advancing to tours. After purchasing tickets and at the appointed times:
 - Groups touring the mansion will be greeted by a docent at the mansion front gate.
 - Groups taking the wagon ride will be greeted by the wagon operator.

Park Etiquette

General:

- No food, candy, gum or beverages are allowed in the state park buildings. This includes the museum, mansion, wagon ride, and Gift Shops.
- **INSIDE VOICES ARE REQUIRED** to respect others that may be touring the museum or mansion. Please be respectful of others by using the appropriate voice volume.
- Guests may not wear backpacks or carry large bags into the museum, mansion or Gift Shops. If possible, students should leave their backpacks at school or on the bus.
- Photography is permitted, however the flash must be turned off (flash is allowed in the kitchen of the mansion only).
- To ensure a positive shopping experience for all, the following policies apply to the Gift Shop on the Island as well as the museum:
 - Only 30 students with an attentive adult are allowed in the Gift Shop at a time.
 - An adult should assist younger children with their monetary transactions, making sure they have enough for their purchase plus tax.
 - Students should have their money out and available when they reach the cash register.
 - Purchases at the museum Gift Shop should be made after the museum tour.
 - If your group is going to the Island, there is a larger Gift Shop there with additional items.
 -

Blennerhassett Museum:

- Running or engaging in horseplay is unacceptable.
- For safety, do not lean over any exhibit barriers or the 2nd floor balcony.
- Artifacts/exhibits are to be observed but not touched.
- Everyone is to use the museum stairs. Visitors with reduced mobility are accommodated.
- Please remain seated during the video in the museum theater on the lower level. Touching the television is not permitted.

Blennerhassett Island:

- For safety, do not lean over any exhibit barriers or touch any artifacts.
- Running or engaging in horseplay in the mansion or around the wagon rides is unacceptable behavior.
- Please be attentive and respectful to tour docents and wagon ride operators.
- Do not feed any wildlife on the park grounds. West Virginia law prohibits this in all state parks.
- Playing along the Blennerhassett Island shoreline of the Ohio River can be unsafe. Stay off the rocks.
- Throwing rocks into the river is prohibited.
- **If visitors are not following etiquette guidelines, staff may ask to have the individual removed from the tour and to wait elsewhere with supervision until the group activity is finished.**

Chaperones

- The state park does not have a requirement for chaperones.
- If a school feels they need additional chaperones, the school may appoint their own chaperones.
- **Chaperones may either be included in final count, or they may pay separately upon their arrival.**
 - If not included in final count, they are not guaranteed the same boat or tour times.

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- If paying separately, they will pay the general adult admission price and be considered as general public.
(See the attached *Chaperone* letter.)
- To minimize confusion, stress, and waiting in lines, we strongly urge schools to include chaperones with their group final count and make one payment for the entire group.
- When providing final count, provides the breakdown of students/youth, teachers/leaders, chaperones/parents, and bus drivers.
- When providing final count, indicate whether chaperones are paying with the group or individually upon arrival.

Letter to Chaperones

- The individual planning the group visit is responsible for establishing expectations for chaperones.
- A letter to chaperones is provided with this packet for your convenience. The letter, along with the General Information and Park Etiquette sections of this packet, may be copied to be distributed to chaperones and fellow teachers accompanying the group.

Acknowledgement

- To ensure your scheduled tour date:
 - Sign and date the enclosed Acknowledgement of Group Services Policies and Guidelines stating that you have read and understand the policies and guidelines that have been set forth.
 - Return signed and dated Acknowledgement by mail or email any time before 72 hours prior to scheduled tour date (with the exception of school groups who may send or bring Acknowledgement any time up to arrival. At that time, please include tax exemption form—if applicable for food order).

THANK YOU

Thank you for reserving your adventure at our beautiful state park. The Island is a wonderful setting for a genuinely unique experience. We hope your visit is an enjoyable one, and we are here to help you make that happen. Please let us know if you have any helpful suggestions on how to serve you and others better during future visits to our state park.

Have a wonderful visit!
The staff and volunteers of Blennerhassett Island Historical State Park

[scroll to the next page for Chaperone Letter]

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Dear Chaperone:

We, the staff and volunteers of Blennerhassett Island Historical State Park, are pleased to welcome you to this unique setting in West Virginia and share with you its place in history. Thank you for taking the time out of your busy schedule to make this visit possible. Please know that your role is critical for a successful trip and learning experience for your school group.

A CHAPERONE'S ROLE IS TO:

- Maintain discipline and be a role model for good behavior.
- Keep students together as a group and on time for tours.
- Accompany your group at all times, including the Gift Shops and restrooms.
- Ensure students follow etiquette guidelines.

Please remember that your group represents their school, organization, and community. Their conduct will leave a lasting impression on other park visitors. Your attention to the group guidelines will ensure a memorable and educational experience for everyone that comes to the Island.

Enjoy your visit!

Blennerhassett Group Services

[scroll to next page for guideline acknowledgement form]
[following the acknowledgement form, a map of downtown for parking information is posted]

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**Blennerhassett Island Historical State Park
Group Services Policies and Guidelines
Acknowledgement**

At the time of payment, if not before by mail or email, please provide this form signed and dated along with tax exemption form (if applicable for food order).

I acknowledge that I have received, read, and fully understand the Group Services Policies and Guidelines set forth by Blennerhassett Island Historical State Park. I further acknowledge that I will inform the group for which I am representing of these policies and guidelines and that failure to abide these policies and guidelines will result in loss of reservation.

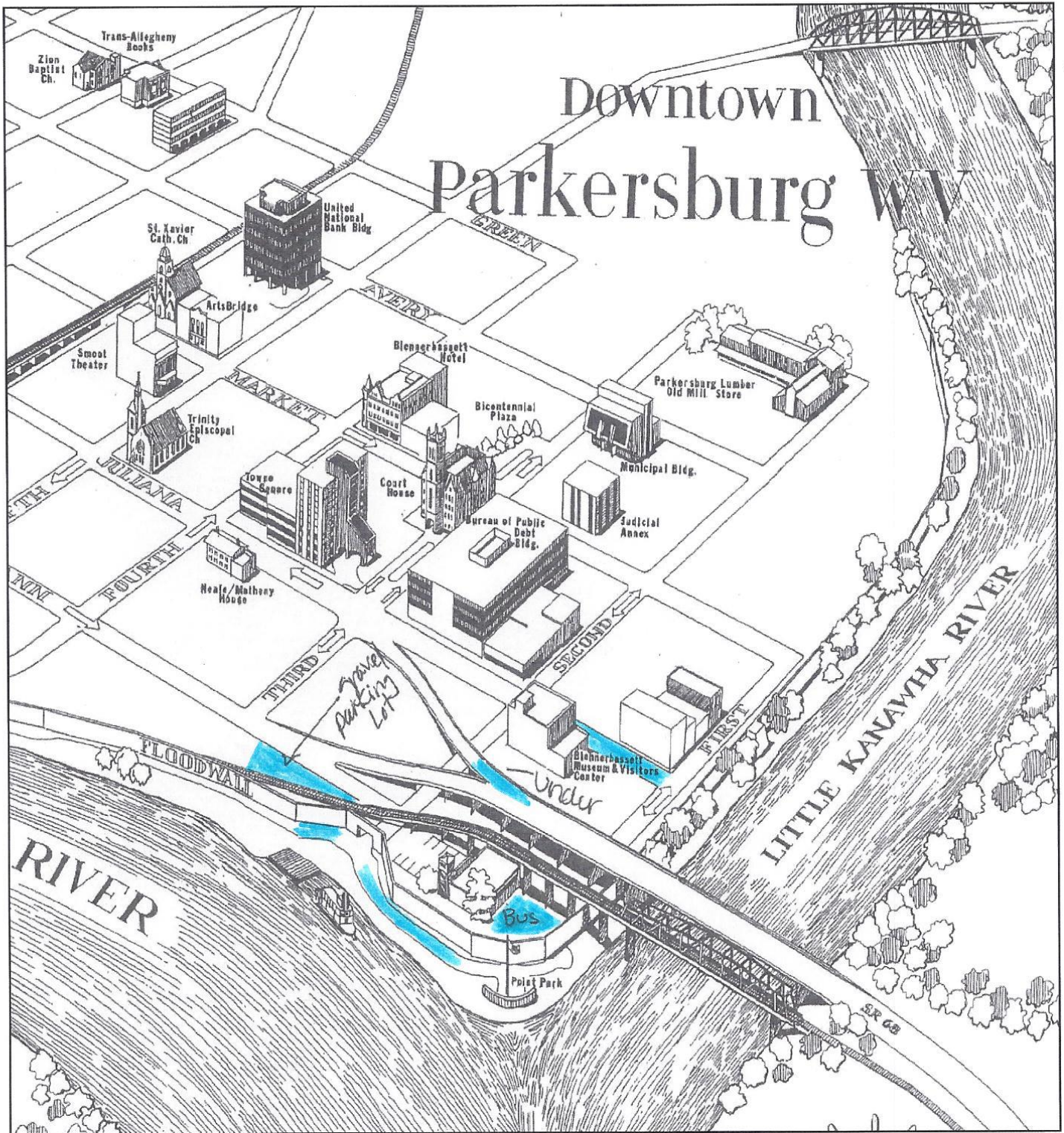
Group Name

Printed Name of Group Representative

Signed Name of Group Representative

Date

Office Use Only: Received by: _____ Date: ____/____/____



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