

Pella Historical Museums

VERMEER WINDMILL HISTORICAL VILLAGE SCHOLTE HOUSE

Pella Historical Museums (PHM)

Special Tour Policy

Updated May 2024

Special Tours of the Vermeer Windmill, Historical Village, and/or Scholte House Museum may be booked in advance for groups of 10 or more individuals.

- PHM is unable to guarantee tour spots for groups of 10 or more who do not book in advance.
- If a group is larger than twenty people, the group may be split up into multiple tours to accommodate the best possible experience.
- PHM does not book special tours for groups of 9 or fewer individuals. These groups must reserve their tours in-person, day-of. PHM is unable to guarantee tour spots for groups of 9 or fewer individuals.

Tours must be booked at least two weeks in advance, and they are not considered reserved until PHM's group tour manager has communicated directly via email to confirm.

Special Tour groups must pay altogether in one transaction. Payment can be made in-person day-of, or in advance. However, PHM does not issue refunds for tours for any reason.

- PHM does not offer group tour rates. However, combo tickets for the Vermeer Windmill, Historical Village, and Scholte House Museum are available for a reduced rate.
- School Group Rates are available; please check with group tour manager.

If cancelation is necessary, PHM appreciates at least 24-hour advance notice.

Pella Historical Museums welcomes guests with disabilities who wish to tour our facilities. Given the nature of our historic buildings, and because we hold a food license for processing flour, only service animals trained to do work or perform tasks for the benefit of an individual with a disability are permitted on tours and in the museums. We cannot allow other dogs, pets, or animals, including those whose sole function is to provide comfort, emotional support, companionship, or therapy. Thank you for understanding.

PHM will NOT book special tours of the Vermeer Windmill in the seven days preceding or the four days following Pella's Annual Tulip Time celebration.

- Special allowances are made for bus tour groups visiting Pella **during** the three days of Tulip Time. Contact PHM's group tour manager for details.

PHM reserves the right to decline booking a special tour for any reason.