

Code of Conduct for Self – Guided and Guided tours

Guidelines for self-guided visits

- Please announce the group upon arrival at the reception desk.
- The maximum group size is 15. If two groups were booked, please remember they must remain divided into separate sub-groups with designated leaders. Groups of more than 15 will not be permitted into the same gallery at one time.
- Bags/backpacks are not allowed in the galleries – these can be left in the lockers located on the ground floor, below the stairs.
- Food and drinks are not permitted in the galleries. Note for schools: the museum does not provide space for eating lunches. There is a café within the museum for the general public.
- Photographs are permitted in the Chester Beatty; however please refrain from using flash photography in the galleries.
- Please be aware that members of your group cannot join the free public gallery tours.
- Children must be supervised at all times while in the museum.

Cancellation Policy:

- A minimum of seven days' notice of cancellation is required to allow us to allocate the time slot to other groups.
- The booking time is non-transferrable. If you missed your time slot, another booking is required.
- The Chester Beatty reserves the right to cancel any visit rendered impossible due to circumstances beyond our control
- If you wish to cancel your booking please contact tours@cbl.ie

Guidelines for Guided tours

Important note: The Chester Beatty Guides are Volunteers and do not work on site; therefore, on rare occasions, we may need to cancel your booking due to circumstances beyond our control and you will be notified as soon as possible. We will endeavour to confirm all final details seven days in advance of your tour.

- Please arrive on time as Guides are booked for 1 hour slots.
- Please announce the group upon arrival at the reception desk. The Guide will meet you there to commence the tour.
- Bags/backpacks are not allowed in the galleries – these can be left in the lockers located on the ground floor, below the stairs.
- Wet materials are not allowed into the galleries – including food or drinks.

- Photographs are permitted in the Chester Beatty; however please refrain from using flash photography in the galleries.
- Please refrain from using mobile phones during the tour.
- Children must be supervised at all times while in the museum.

Cancellation Policy:

- A minimum of seven days' notice of cancellation is required to allow us to allocate the time slot to other groups.
- The booking time is non-transferrable. If you missed your time slot, another booking is required.
- The Chester Beatty reserves the right to cancel any tour rendered impossible due to circumstances beyond our control, in which case the ticket holder will receive the full refund. Failure to adhere to our cancellation policy will make the booking non-refundable.
- If you wish to cancel your booking please contact tours@cbl.ie