

▶ FAQ

FREQUENTLY ASKED QUESTIONS ABOUT ADULT GROUPS

What qualifies as an adult group tour?

Groups with 15+ guests can schedule a discounted group tour reservation in advance.

Is there an age restriction?

Guests must be in the 6th grade and above to schedule a group tour.

What is the adult group tour rate?

The adult group tour rate is \$12 per guest.

When are group tours available?

Adult group tours can be scheduled weekdays and weekends from 10:00am-3:00pm. The Museum is CLOSED on Tuesdays.

When are group tours available?

Student group tours can be scheduled weekdays from 9:00am-3:00pm. Weekend tours are available from 10:00am-3:00pm. The Museum is CLOSED on Tuesdays.

How long will the tour last?

Every adult group tour has a minimum length of 3 hours. This includes a self-guided tour of the Permanent Exhibit (1.5 hours), Special Exhibit (30 min), and viewing of the *Voices of Courage* film in the Cinemark Theater (1 hour). We can offer a modified reservation schedule based on group time restrictions.

Can I get a docent led tour?

Docent led tours are not available. Tours are self-guided. Gallery docents may be stationed throughout the Museum to provide additional information to guests and answer questions.

What if I have a group of 200 or more?

Larger groups may visit the Museum but must stay for a minimum of 3.5 hours. Our Permanent Exhibition has a maximum capacity of 120 guests. To accommodate these limitations, large groups may be split into smaller sizes with varying schedules.

When should I start the booking process?

Groups should submit their group tour request form 3 weeks in advance of their requested tour date. Requests are processed in the order they are received. Availability cannot be provided in advance.

What information do I need before scheduling?

You will need to know your preferred tour dates and arrival time, the number of guests, your desired add-on options, and accommodation needs.

What are the add-on options?

Groups can add-on the [Dimension's in TestimonySM](#) experience (30 min) or reserved space to eat lunch (30 min).

What are my lunch options?

If groups wish to eat lunch at the Museum, space must be reserved in advance. Groups with reserved space may either bring sack lunches, or order box lunches at least 7 days in advance from the Museum's contracted catering company, Food Glorious Food. Lunches cannot be delivered from any other vendor or restaurant. Groups cannot leave the Museum to eat lunch and then re-enter.

Where can I find the Group Tour Request Form?

Right here! The [Group Tour Request Form](#) is located on our website under the [Adult Group Tours page](#), or you may use the following link - https://dhhm.formstack.com/forms/adult_group_tour_request

What happens after I submit my request form?

1. You will receive an email from the Group Tours team within 7 business days with a potential tour date and logistics.
2. You must reply to this email to confirm the information and continue with the reservation process. Once all logistics are confirmed, no changes can be made.
3. Sign and submit a Reservation Agreement/Invoice and payment 2 weeks before your tour date to receive verification.
4. Closely review the [Adult Group Guidelines](#) prior to your visit.

When is the payment due?

A completed, signed Reservation Agreement and payment must be received 14 days before your scheduled tour date.

What are your cancellation and refund policies?

If you need to reschedule or cancel your group tour reservation, please contact the Group Tours team at 469-399-5195, 2 weeks before your scheduled visit. Your payment will be applied to a new visit date or refunded.

What should I do to prepare for our adult group visit to the Museum?

Prior to arrival, please review the [Adult Group Tour Guidelines](#). Make sure to a final attendance count and alphabetized list of all guests. Groups will not be permitted into the Museum without this list.

What happens if we are late?

If your group does not arrive on time, you will not be able to visit all the exhibits. Late arriving groups will receive a modified reservation based on availability. Please contact Guest Services if you are running late at 214-741-7500 (press option 2).

Where do buses/cars park, and is there a parking fee?

Free bus parking, designated by the City of Dallas, is located on street on the southbound side of N. Houston Street. It is available on a first-come, first-served basis. If free street parking is not available, Park Place Parking Lot offers pay-by-meter parking. The Museum's parking garage (7' clearance) is located at 301 N. Houston Street and charges \$4/hour. More information on bus/car parking can be found [here](#).

When and where do we check-in?

Groups must enter on Ross Avenue. Before unloading students, the group leader must check in with Museum staff. Groups may not enter the Museum prior to their check in time.

Is there shopping available?

Yes, the Museum's Store offers Holocaust and human rights-related books, accessories, gifts, and small items. The Museum Store is open 11:00 a.m. to 5:00 p.m. Closed Tuesday. You can browse our online store [here](#).

Museum Accessibility?

The Museum is accessible and complies with the Americans with Disabilities Act (ADA). Museum entrances, interior travel routes, theaters, and restrooms meet these standards. Video and interactive components in the permanent exhibition are captioned in English and Spanish. The Museum offers a 90 minute phone-based app tour in English and in Spanish. Also, an American Sign Language (ASL) group tour of the Museum is available upon request with 4 weeks advance notice. You can request additional accommodations for your group, including sensory friendly kits and information, and wheelchairs.