

# Carnegie Gallery Excursions

## Policies & Procedures

### 2018

#### Notification of Excursions – *Email addresses required*

Anyone who has been on a previous excursion with Carnegie Gallery Excursions becomes part of the CGE data base and is notified by email of all new excursions. While CGE will have a phone number associated with past passengers, email is the most efficient way to ensure that everyone receives the same information. **Register an email address today to ensure that you are informed of all Carnegie Gallery Excursions.**

#### Carnegie Gallery Members – ‘*Front of the Line*’ Access

In January 2017, the CGE data base grew to the point that Gallery Members were given a discount for trips, which when coupled with the 10% Gallery Shop discount, added extra value to becoming a Supporting Member of the Carnegie Gallery. Several loyal returning passengers with CGE realized the value and took out an annual membership (\$50 – with tax receipt).

The popularity of excursions increased to the point that the July 7, 2017 *Frank Lloyd Wright’s Buffalo* trip sold out in 4 hours. People registering by phone were told that their calls would be returned after those waiting at the counter had been served. The card reader even shut down. Chaos ensued! As a result, many Members were denied a place on the trip because the bus filled up so quickly.

**Beginning January 2018, Members will be given *Front of the Line* access for registration for Carnegie Gallery Excursions. *Registration for trips (beginning January, 2018) will be restricted to current Artist and Supporting Members of the Gallery for the FIRST 4 DAYS following the launch of an excursion. For example, an email launch of a new trip usually happens on a Sunday evening or Monday morning. Registration in person or by phone usually begins on Tuesday. (Regardless, a launch date will be announced in the email.) From Tuesday until Friday, only Current Members would be allowed to register. It should be noted that a current member is entitled to register for one (1) non-member companion. Membership will be checked at the time of registration. The front desk has an up to date list of Members.***

If you are on the data base - Member and Non-Member alike - you will receive Excursion notices at the same time. However, the first few days will be reserved for Members to register for a place on the trip. **Don’t be disappointed! Take out a Membership to take advantage of *Front of the Line* access.** You can even take out a membership when you register for the trip.

#### Registering for an Excursion by Phone

When you call the Gallery to register for an Excursion, there may be a registration already in progress which would prevent you from being processed. **In this case your name (and that of your**

*companion) and phone number(s) will be recorded in the next lines of the passenger list to reserve spots. Your call will be returned at a convenient time for information and payment to complete the transaction.*

## Reserved Seating on Bus

On the July 8, 2017 *Frank Lloyd Wright's Buffalo* excursion, passengers had to board the bus and de-bus a total of 12 times. It became evident that those with mobility issues really deserved reserved seating at the front of the bus. ***When registering, please request MOBILITY SEATING for you and the companion who could assist you. Seats for such requests will have reserved signs marked MOBILITY on the required number of rows at the front of the bus.***

Any others **special needs such as Bus Sickness** will be accommodated in the rows behind the reserved Mobility rows. ***Please identify your special needs at time of registration.***