

Chicago**History**Museum

PUBLIC TOUR POLICIES

Ticketing

You will not receive physical tickets. Your name will be on the Registration List at check-in. Please note, if you purchased tickets for guests under your name and do not plan to arrive with your entire party, be sure that everyone has a copy of your email receipt.

If you have purchased tickets and are unable to attend the tour, please notify us as soon as possible, as this may impact scheduled tours. Unless otherwise noted, tickets do not include food or beverages.

Weather

Check the forecast and dress for the weather. **Tours run rain or shine**, except in the case of severe weather emergencies (tornadoes, extreme heat, etc.). On the day of the tour, call 312.799.2002 for our weather hotline.

Cancellations

Tickets are **non-refundable**. If you submit a cancellation request up to two weeks before a tour, you will receive a Chicago History Museum account credit. Cancellation requests can be made by phone and in person at the Ticket Desk. No credit will be given for ticket cancellations made within two weeks of the tour.

In the event of inclement weather or other circumstances beyond our control, the Chicago History Museum reserves the right to cancel a tour at any point. If this is the case, you will be contacted by Museum staff and given the option of a refund or an account credit.

Late Arrivals

Plan to arrive with at least 15 minutes prior to your scheduled tour departure. Please note, if you arrive late, we cannot guarantee the tour will wait for you. If you miss the tour, this is considered a last-minute cancellation and no credit will be given. No exceptions.

Recording

Video cameras and recording of any kind on Chicago History Museum tours is strictly prohibited.

Photography Release

By attending a tour, the participant grants the Chicago History Museum permission to use his or her likeness in a photograph in any and all publications and materials without payment or consideration made to them. The participant also releases the Chicago History Museum of any liability, claims, demands, damages, actions and causes of action arising from or connected in any way with the use of the photograph(s).

Museum Admission

All ChicaGO24 tour tickets include complimentary general admission to the Chicago History Museum on the same day as the scheduled tour. This offer is only redeemable in-person at the CHM Ticket Desk on the day of your ticketed tour.

MORE QUESTIONS?

If you're still unsure about tour details—such as meeting location or what kind of shoes to wear—give us a call at 312.642.4600. For all other questions or comments, visit the [Plan a Visit](#) section of our website or use our contact form.