



JAPANESE AMERICAN MUSEUM OF SAN JOSE

GROUP TOUR FAQ

What is the process for booking a tour?

Here are the steps to booking a tour with JAMsj:

1. Read the JAMsj Tour Policy and Information Sheet on [our website](#) to learn more about our tour policies and about our tour program.
2. Fill out the [JAMsj Group Tour Request Form](#) and click submit! You will receive an acknowledgement email of your submission, but please note that this is not a confirmation of your tour.
3. If additional information is needed or there are items that need to be clarified, our Tour Coordinator will reach out via the email provided. If you have additional questions, you can send them to tourcoordinator@jamsj.org.
4. Approximately 5-7 days after submitting the Tour Request Form, you will be contacted by our Tour Coordinator who will send you a link to the payment portal for your tour where you can complete payment by credit card, our preferred method of payment.
5. Once you process payment, your tour is officially confirmed and on the books! You will receive a confirmation email and a calendar invite that will include reminders and the contact information for your docents.

How can I process payment?

After you submit your JAMsj Group Tour Request Form, the Tour Coordinator will send you a payment link to process payment by credit card, which is our preferred method. If you would like to pay by check, please notify the Tour Coordinator and make the check out to “The Japanese American Museum of San Jose” with a note in the Memo of the tour date. Checks can be dropped off or sent check to:

The Japanese American Museum of San Jose
% Tour Coordinator
535 N. 5th Street, San Jose, CA 95112

Can tour fees be paid by individual participants?

Yes. Please let us know in advance if you would like the option for individuals to pay their own tour admission fees. We will send you the payment portal link, which you can distribute

to the individuals in the group to process payment. Please note that full payment must be received 3 weeks prior to the tour date.

Why do you require guests to wear masks?

Many of our volunteers are elderly and considered in a high-risk category for complications with Covid-19. The health and safety of our Volunteers and staff is our highest priority. We appreciate your cooperation and understanding!

What is JAMsj Covid-19 Policy for Guests?

Our Guest-facing Covid-19 Policy can be read at [JAMsj.org/covid-policy](https://www.jamsj.org/covid-policy).

Is there a place onsite that our group can eat our Lunch?

Unfortunately, we do not have space on our grounds for picnicking, however, we highly recommend visiting [the local restaurants and businesses](#) located a block away along Jackson and 5th Street!

My group has less than 6 participants- can I still book a group tour?

For groups less than 6 people, you can either arrange a custom tour (which adds a fee of \$60 to the tour admission), or you can come visit during Museum open hours (Thursday-Sunday from 12-4PM) and our onsite docent (subject to availability) can give you an informal tour through the Main Gallery, included with the price of regular admissions.

My group is larger than 70 participants- can I still book a group tour?

We are not able to provide onsite tours for groups larger than 70 participants due to space restrictions and safety precautions. However we still encourage you to fill out the JAMsj Group Tour Request Form and select “Custom” tour package so our Tour Coordinator can work with you to see if we can find a solution, such as providing an onsite presentation at your school or organization, a virtual docent-led tour, or schedule your group across multiple days.

Can I request a speaker to come to our school and give a presentation?

Yes! Please fill out the JAMsj Group Tour Request Form and select “Custom” tour package and request an onsite speaker.

Do you provide tours in Japanese?

We do! We have a handful of docents who are able to give Museum Tours in Japanese. If you would like to request a Japanese language Museum Tour, you can indicate this on the JAMsj Group Tour Request Form.

Are any of your tour docents former Internees?

Yes, they are! We try to include former internees in as many tours as possible as they are

invaluable sources of first-person knowledge and experience, but it depends on their availability.

What age/grade level is ideal for school tours?

4th grade onward is ideal for the content of our tours, however we can adjust for younger groups if needed.