



JAPANESE AMERICAN MUSEUM OF SAN JOSE

TOUR POLICY & COVID-19 POLICY

Booking

Tour requests must be received **at least 6 weeks in advance** of the requested date-requests received less than 6 weeks prior to the tour date are not guaranteed.

All tours are subject to docent availability, and while we will try to accommodate all tour requests, JAMsj may not be able to host your tour on your requested date.

Please note, a tour is not considered confirmed or booked until payment has been received.

Payment and Fees

In order to confirm your tour reservation, payment must be received **3 weeks in advance** of your tour. JAMsj highly prefers credit card payment through our online payment portal, but can also accept payment through check and cash. Please note that when paying through our online payment portal, processing fees will be applied to your final balance.

To view the current tour prices, please visit the [JAMsj Tour Page](#).

For Title 1 Schools, we may be able to partially or fully waive tour fees. For more information, please email tourcoordinator@jamsj.org.

Rescheduling your tour

Once payment has been processed and your tour has been confirmed (at least 3 weeks in advance of your tour date), your tour is nonrefundable. However we are happy to work with you to reschedule your tour for a later date, within 6 months of your original tour date.

School Groups

For School groups or groups composed primarily of minors, we require a ratio of 1 adult chaperone per 15 students/minors. If you do not meet this requirement, your group may not be admitted for their tour. It is the responsibility of the Teachers and Chaperones to manage their groups, monitor student behavior, and to be physically present with their groups at all times throughout the tour.



How to prepare for your JAMsj Tour

The Day of your Tour

Please arrive 10 minutes in advance of your scheduled tour and wait at the front door of the Museum. Your docent or docent team will come out to greet you and let in anyone who needs to use the restroom before the tour starts.

Depending on your group size and tour package, you may be asked by the Tour Coordinator at the time of booking to split your group into subgroups, which needs to be coordinated before your group enters the Museum (due to space limitations in our lobby area).

Please note- all guests are required to wear masks for the duration of their visit inside the Museum's and in the Agricultural Exhibit. We have a limited number of disposable masks that we can provide upon request. Any guest who refuses to properly wear their mask (as outlined in our Covid-19 Policy below), will be asked to leave with no refund given.

Parking

JAMsj has a private parking lot that can accommodate approximately 10 cars, but is not suitable for tour or school buses. Tour guests may park in the JAMsj parking lot during their scheduled tour and while visiting the Museum, but may not leave their cars in the parking lot past their visit or overnight.

Tour or school buses may pull into the driveway to drop off and pick up passengers.

Public Transportation

JAMsj is located just a little over 5 blocks from the Japantown/Ayer VTA Light Rail Station.

Accessibility

JAMsj is fully accessible. Please indicate if your group has any special needs on the [JAMsj Group Tour Request Form](#).

Food and Beverage

For the preservation of our artifact collection, we do not allow any food or beverages

(including water) to be brought into the Main Gallery. All food or beverage may be left at the Reception Desk, to be returned upon exit.

Bags and Backpacks

We ask that all large bags and backpacks be left at the Reception desk during the tour in order to prevent the accidents or displacing artifacts.



JAMsj Covid-19 Policy for Visitors

1. Prescreening Questionnaire Acknowledgement Required:

By entering the museum or participating in a museum tour, event or gathering, participants are acknowledging that they have reviewed and answered “no” to all these questions.

- a. Within the past 10 days, have you:
 - been diagnosed with, or tested positive for, COVID-19?
 - had close contact or lived in the same household with someone who in the past 10 days has been in isolation for, or tested positive for, COVID-19?

- b. Within the last 24 hours, have you had any of the following?
 - A cough, shortness of breath, or difficulty breathing
 - A fever of 100.4° or higher
 - Chills, fatigue, or muscle and body aches
 - Headache or a sore throat
 - A persistent runny nose
 - Diarrhea
 - A sudden loss of taste or smell

2. Masks Required (Including Agricultural Exhibit):

All guests and staff/volunteers over 2 years old are required to wear a well-fitting face mask (multi-layer masks that cover the nose, mouth, and chin, without any gaps on the sides with surgical masks or higher-level respirators being recommended) at all times, except when eating or drinking in areas where doing so is allowed. The museum will provide masks for guests who do not have their own.