

## How to Book a School Program

- **Step 1: Choose a School Program**  
Select a school program from the options below
- **Step 2: Under "Book Programs" choose the appropriate type of program**  
This will lead you to information about the program, including the available tour dates and times.
- **Step 3: Select a date & time**
- **Step 4: [Login »](#) and skip to Step 8, or create a [Login Account »](#) if this is your first time making a booking**  
Before you can reserve your selected booking, the system will prompt you to log in or create a new account. If you are registering for a new account, please click "new user registration link" on the log in page. If you have booked before, simply log in and proceed with filling out your form, skip to step 8.
- **Step 5: Create a username and password for your personal account.**  
Please keep this information handy.
- **Step 6: Provide us with your contact information.**
- **Step 7: Associate yourself with a school or organization**  
Please make a selection from our database. If you cannot find your school, please select "not found" and type your school name into the notes section of your booking form.
- **Step 8: Proceed with the booking process**  
Provide us with information about your class. Please read the form carefully. (You do not need to fill out your name again if you are the person accompanying the class.)
- **Step 9: Follow our chaperone policy**  
The Gallery's policy is a ratio of one adult for every eight students and this ratio is built into the form. Please make sure to fill in the correct amount of chaperones required for your group visit or the system will prevent your booking from being submitted
- **Step 10: You are booked!**  
Your booking is a confirmation and not a request. Please check your inbox to see if you have received a confirmation email from us. If you have not received an email confirming your reservation details, your form was not successfully submitted.

- **Step 11: Invoice and Payment\***  
We will follow up with a second email that includes your booking details and invoice. This will be the only invoice you receive. Please allow up to two weeks for this email to arrive in your inbox after you have made your successful online booking. Please note: the person booking the program is responsible for the invoice's payment. You must submit the invoice to your school for payment as we do not invoice the school separately.
- **Step 12: Use the Study Guide to prepare your students for their visit.**  
The link for this can be found in your confirmation email.

Please Remember: Cancellation Policy Your booking must be cancelled at least two weeks in advance or the full fee will be charged regardless of any discounts. You can cancel your booking online under "Manage your tours" Or, send your cancelation in writing to the Group Bookings Coordinator.

If you are a post-secondary group looking to book a self-guided visit or guided tour, please visit the Group Tours page.

For more information or questions about School Programs please contact the Group Bookings Coordinator via email or by phone at 604.662.4717. Office hours are Monday–Friday, 9am–5pm.