



frequently asked QUESTIONS

How do I book a ticket to visit?

All visitors **must** [book timed-entry tickets in advance](#) prior to visiting the museum.

The museum is open Wednesday through Sunday from 11am to 4pm. (Note: Be sure to check www.castlekilbride.ca for additional holiday hours)

Due to the size of the rooms inside the 1877 mansion, the number of people inside at any one time requires limitations.

Tickets can be booked online at www.castlekilbride.ca

***Please note to arrive 5 minutes before your scheduled tour. Late arrivals will result in a shorter tour. Tickets are non-refundable.**

For further details, visit *What You Need to Know Before Your Visit*

Am I required to be vaccinated to tour Castle Kilbride?

Yes. In order to ensure a safe environment for both visitors and staff, the [Township of Wilmot](#) requires all employees and visitors to Castle Kilbride to be fully vaccinated against COVID-19.

[Effective November 1, 2021](#), all visitors aged 12 and older must be fully vaccinated. Proof of COVID-19 vaccination or a medical exemption must be provided for entry to the museum along with govt issued ID.

What proof of vaccination is required?

Prior to entry, visitors 12 and over will be asked to show an acceptable proof of vaccination. Acceptable proof of vaccination is the [Ontario Enhanced Vaccine Certificate](#), along with official government-issued identification showing name and date of birth

- Vaccination receipts downloaded from the [Government of Ontario's vaccine booking portal](#), or the official immunization receipt you received with your final dose, may also be used along with government-issued identification.
- Castle Kilbride will accept a paper or digital receipt of these documents for entry purposes.
- Castle Kilbride will accept proof of any combination of [vaccines currently approved by the Province of Ontario](#).
- To be considered fully vaccinated, you must have received your second vaccine at least 14 days before your visit.
- For visitors who received their vaccinations in Ontario, documents can be accessed at covid19.ontariohealth.ca with an OHIP number.
- If you are visiting Castle Kilbride from outside of Ontario or Canada, you will also be required to show your proof of vaccination, along with supporting identification that includes your name and date of birth.
- Documented exemptions as outlined by the Province of Ontario will be accepted. Please visit the ontario.ca website for more information.
- Children 11 and under are not required to be vaccinated and do not need to show negative test results at this time.

What official identification will be valid to accompany my proof of vaccine?

Government issued identification that matches the proof of full vaccination documentation includes:

- Driver's License
- Health Card
- Passport
- Birth Certificate
- Citizenship Card
- Indian Status Card/ Indigenous Membership Card
- Permanent Resident Card

If I cannot show proof that I am fully vaccinated, can I tour Castle Kilbride?

No. All eligible visitors must provide proof of vaccination to visit the museum.

What if I don't have a smartphone?

No worries! You do not need a smartphone to present your proof of vaccination status. You can present the paper/printed copy of your vaccination record from the provincial portal as well as proper identification as noted previously.

Will the Museum keep my personal health information?

No. Castle Kilbride is not keeping any personal health information. When you present your vaccination documentation, your health information will not be recorded. This is part of the museum's commitment to protecting your privacy.

Do I still have to wear a mask?

Yes. To keep everyone healthy and safe, visitors and museum staff are required to wear a mask. The museum continues to follow public health guidelines and the [Region of Waterloo face covering Bylaw](#)

If I cannot show proof that I am fully vaccinated, can I tour Castle Kilbride?

No. All eligible visitors must provide proof of vaccination to visit the museum.

Is the museum wheelchair accessible?

Yes, it is. There is also an elevator to accommodate touring the three levels of Castle Kilbride. Please let us know in advance if you have any questions or concerns and we would be happy to assist you.

What if Castle Kilbride closes due to inclement weather?

If the museum closes due to weather, staff will notify you the day of and either reschedule your tour or refund you your ticket(s).