

# frequently asked QUESTIONS



To ensure that your visit to Castle Kilbride is enjoyable, entertaining and, above all safe at the museum for both visitors and staff, we ask that you review some museum guidelines and information prior to your visit.

## **How do I book a ticket to visit?**

There are two methods you can use to book a ticket at Castle Kilbride:

1. Purchase online and in advance at [www.castlekilbride.ca](http://www.castlekilbride.ca). (Tickets are non-refundable.)
2. Purchase your ticket in person.

## **What are your hours?**

The museum is open Wednesday through Sunday from 11am to 4pm.

## **Do I need to show proof of vaccine to tour Castle Kilbride?**

No. As of March 1, 2022 this requirement is no longer in effect.

## **Am I required 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](#)

## **Is the museum fully wheelchair accessible?**

No. Three out of the four floors are accessible with an elevator. The top level (attic/belvedere) is accessible only by stairs. Please let us know in advance if you have any questions or concerns and we would be happy to assist you.

## **How many people can tour Castle Kilbride at once?**

Due to the size of the rooms inside the 1877 mansion, the number of people inside at any one time requires limitations. Generally, around 8 to 10 people or less is recommended per tour. Physical distancing will still be encouraged.

## **Can I bring my pet inside with me?**

Pets are not permitted in the museum. However, a visitor who is accompanied by a service animal such as a guide dog or service dog are exempt.

## **Can I photograph the inside of the museum?**

Photography and/or video is not permitted inside the museum. You are however welcome to capture the beautiful exterior.

## **What else should I be aware of before touring?**

- Please travel light while visiting. Refrain from bringing large bags, strollers or other non-essential items while visiting.
- Food/beverages are not permitted inside the museum.
- All persons entering and while on tour are subject to video surveillance.
- Touching objects on display is not permitted.
- The museum is a smoke free building.
- Last tour for the day will be sold at 3:30pm.

If you have any questions prior to your visit, please let us know and we could be happy to answer them. You can reach us at [castle.kilbride@wilmot.ca](mailto:castle.kilbride@wilmot.ca) or 519-634-8444.

See you at the Castle!

