

University of Tennessee, UT Visitors Center Group Tour Policy

Thank you for your interest in visiting the University of Tennessee! We can't wait to have you on Rocky Top. In order to offer your group the best possible visit experience, we ask that you review the following guidelines prior to booking your group tour. By booking a group tour, you are agreeing to the following guidelines. We look forward to having you on campus!

General Information

Private group tours:

- May be scheduled year-round
- Require a minimum of three weeks' notice prior to scheduling
- Consist of a 90-minute walking tour
- Available to high school and community-based organizations serving grades 9-12. *(We are unable to provide group visits to students below 9th grade.)*
- Information forms are required.
- Maximum tour size is 50 tour participants, including chaperones.
- Limited in March, July, and October due to peak tour season

Student Information Forms

Students must complete the information form found in the group tour confirmation email prior to arrival. **Each student needs to submit an information form in order to complete the campus tour.** Information forms can be printed and given directly to your UT campus tour guides, or submitted digitally to utktours@utk.edu. Information forms are required for all group tours. Should the group arrive without information forms, the campus tour will be delayed or cancelled.

Check-in

Your campus visit will begin and end at the UT Visitors Center, located inside the Student Union at 1502 Cumberland Avenue, Suite 282, Knoxville, TN 37916. Please instruct bus driver(s) to drop your group off at the transportation loop, located at the corner of Volunteer Boulevard and Cumberland Avenue. Your group will then proceed in to the west entrance of the Student Union, to the second floor. Check-in will take place inside the UT Visitors Center. Upon check-in, students will receive goodie bags from the front desk staff.

Group Tour Parking

Small vehicles (cars, trucks, and mini-vans) may use the Volunteer Hall Parking Garage (1545 White Avenue) for the duration of the visit. Parking will be validated at the UT Visitors Center upon check-in. Please note that the height clearance for this structure is 8'2".

For large school or travel buses, parking is available at the UT Culinary Institute and Creamery (2712 Neyland Drive). Students may be dropped off and picked up by the bus driver outside of the Student Union. Please note: the UT Culinary Institute and Creamery is a 25-30 minute walk from the UT Visitors Center at the Student Union, so groups should not include the bus driver(s) as chaperones when planning the campus visit.

Timely Arrival

Please ensure that your group arrives on time for your tour. If your group arrives up to 15 minutes late, your visit may be abbreviated. If your group arrives more than 15 minutes late, we cannot guarantee that tour guides will be available for your group; your group may instead be directed to pursue a self-guided tour. If your group is running

late, please contact the UT Visitors Center front desk at 865-946-8687 and provide the staff member with your group's name, contact information, and expected time of arrival.

Cancellation Notice

If your group is no longer available to visit on your scheduled tour day, please provide a 24-hour notice to the UT Visitors Center front desk at 865-946-8687 or utktours@utk.edu. The UT Visitors Center is open weekdays from 8am-5pm.

Chaperones

The UT Visitors Center requires one chaperone for every 15 students. Chaperones must accompany the group on the campus tour and are expected to ensure their students maintain order, good behavior, and attentiveness during the entire campus visit. The lead chaperone will need to provide a day-of-visit contact phone number that will be reachable throughout the campus visit. Please notify our office immediately if this person or phone number changes. Should the group arrive without an adequate number of chaperones, the campus tour will be cancelled.

Weather

Your group tour will include a substantial amount of walking outdoors. Please encourage each student/guest to dress appropriately. Tours continue, despite rain or snow, and each guest is expected to bring any weather appropriate gear they deem necessary – umbrellas, jackets, etc. In the event the University of Tennessee is closed, the UT Visitors Center will also be closed and group tours cancelled.

On-Campus Dining

If your group would like to have lunch at an on-campus dining hall as part of the visit experience, please contact the Vol Dining Office. These arrangements are not managed by the UT Visitors Center. The Vol Dining Office can be reached at 865-974-4111 or utdining@utk.edu.

Conduct

Please ensure that your organization's participants show respect to the University, its faculty, staff, and students during the entire campus visit. Failure to do so may result in the early conclusion of the visit and may prohibit future visits by your school or organization.

The lead chaperone is expected to communicate the following guidelines to all student participants:

- Students will wear comfortable walking shoes and be prepared for inclement weather.
- Students will conduct themselves in a courteous and respectful manner.
- Students will use a voice level that is appropriate while inside campus buildings.
- Students will not leave the group or chaperone(s) at any time during the visit.
- Students will be prepared to listen, ask questions, and engage with UT Visitors Center staff.
- Student will put all personal electronic devices on vibrate for the entire duration of the campus tour.
- Students that are deemed unruly or unmanageable by the UT Visitors Center staff will be asked to change their inappropriate behavior. If inappropriate behavior continues, the presentation, tour, or entire visit will come to an immediate end.

Photo/Video

Students and guests are permitted to photograph and video the buildings and grounds of the university as part of the campus visit; however, permissions must be obtained by the UT Visitors Center staff members or Ambassadors

before photos may be taken of the group tour guides or any staff members of the UT Visitors Center. Videotaping and photography are strictly prohibited inside residence halls, with the exception of the show room. No exceptions will be made. All efforts must be made to respect the privacy and security of current students, faculty, and staff members during the campus visit. If students are found taking video or photographs inside residence halls, the visit will come to an immediate end.