

# VISITOR GUIDELINES & INFORMATION

The visitor guidelines and information compiled in this document are from the "[Plan Your Visit](#)" page on Hillwood's website.

## VISIT

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Nestled in the hills of Northwest Washington, D.C., Hillwood welcomes visitors from around the world with its gracious hospitality. Visitors can escape into an oasis only five miles from downtown Washington and explore the pristine mansion, dine at the café, and enjoy the beauty of the formal gardens.

### **Orientation Film**

Visitors can begin their day at Hillwood with a welcome from Kate Markert, executive director by way of the orientation film, which provides an introduction to Hillwood and Marjorie Post. The film plays every half-hour in the visitor center, and is also available for viewing on Hillwood's website, under Visit/Plan Your Visit section. Watch the video [here](#).

### **Opening Hours & Tickets**

Hours: Tuesday through Sunday, 10 a.m. to 5 p.m.

Closed on Mondays, most national holidays, and several weeks at the end of January

### **Suggested Donation**

- Adult: \$18
- Senior: \$15
- College Students: \$10
- Child (6-18): \$5
- Children under 6: free
- Hillwood [members](#): free

Adults and seniors receive \$3 off the suggested donation for weekday visits and \$1 for weekend visits when reservations are made [online](#).

### **Reservations**

Advance reservations are not necessary in order to visit to Hillwood. During peak garden seasons (spring and fall), some visitors appreciate the convenience of registering in advance. Please note, advance registration may be required for [special programs and events](#), please visit the events [calendar](#) for more information. Visitors can make arrangements by either [registering online](#) or calling the visitor information office at 202.686.5807.

## TOURING OPTIONS

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Visitors have an abundance of touring options while experiencing Hillwood: self-guided, the audio tour, or a docent-led mansion or garden tour. All touring options are included with the suggested donation. Staff and volunteers will be on hand at the visitor center to help visitors plan their day, sharing with them the options to:

- Self-guide using a detailed printed brochure or popular audio guide
- [Download the audio guide](#) to their personal mobile device before they begin their visit
- Participate in a docent-led mansion tour
- Tour the [gardens](#) led by a garden docent knowledgeable about the history and plantings of the gardens

### **Self-Guiding**

There are a variety of ways for visitors to enjoy their Hillwood experience at their own leisure from the printed tour, a complimentary audio guide, or exploring on their own to discover all the treasures that await.

### **Printed Tours**

Hillwood offers a twenty-five-page printed tour guide that provides an overview of each mansion room and highlights significant [art objects](#). The printed tour is perfect for visitors with limited time to visit, or who simply wish to wander at their leisure. For international visitors, it is offered in English, Russian, French, and Spanish.

### **Audio Tours**

Complimentary audio guides are the most popular choice for getting immersed in the Hillwood experience. With detailed information about the mansion and gardens, the audio guide allows visitors to personalize their tour experience. Stops are self-selected, letting visitors choose information based on their interests and schedule. The audio guide also includes a children's tour, ideal for [our younger visitors!](#)

Topics covered on the audio guide:

- Mansion (90 minutes)
- Gardens (60 minutes)
- *Kings, Queens, & Soup Tureens*—a family tour highlighting of Hillwood's French collection (45 minutes)
- *Treasures & Traditions*—highlights of Hillwood's Russian collection (45 minutes)
- *Russia: Stories of Hillwood's Russian Treasures*—children's tour (45 minutes)

Audio tours are currently available in English only.

### **Mobile Tour**

This multimedia guide invites visitors to enjoy the gilded treasures of Hillwood, featuring the art of eighteenth-century French art and imperial Russia, splendid gardens, and the luxury items that distinguished Marjorie Post's life at Hillwood. The app also allows visitors to enjoy Hillwood even after they leave.

### **Features of the Mobile App:**

- A fully illustrated and narrated guide through Hillwood, featuring in-depth details about the most important objects in the collection, the luxurious mansion interiors, and the beautiful garden rooms
- Commentaries highlighting interior design and Marjorie Post's lifelong passion for collecting and living graciously
- Ability to save favorite pieces and share with friends
- A tour just for families, *Stories of Russian Treasures*, brings the allure of the Russian court to life for users of all ages
- Includes up-to-date visitor information, including hours of operation, directions, and what's in bloom during every season

## **Mansion Tours**

Marjorie Post purchased Hillwood with the intent to leave it as a museum that would inspire and educate the public. Guided mansion tours led by knowledgeable volunteer docents treat visitors to additional information and viewpoints about Marjorie, her rich collections, and how they are experienced today very much as they were in Marjorie's time.

Mansion tours are included in the suggested donation and can be reserved on a first-come first-served basis in the visitor center upon opening each day.

Hillwood [members](#) and [groups](#) of ten or more may make reservations for guided mansion and garden tours in advance.

Tours are offered at 11:30 a.m. and 1:30 p.m. Tuesday through Thursday and 11:30 a.m., 1:30 p.m., and 3:30 p.m. Friday through Sunday. Each tour is approximately one hour long.

## **Garden Tours**

**2019 Garden Tour Dates:** Spring tours: Tuesday, April 2 through Sunday, June 30; Fall tours: Sunday, September 1 through Sunday, November 10.

Seasonal tours of Hillwood's thirteen acres of [formal gardens](#) take place Tuesday through Sunday at 10:30 a.m. and 12:30 p.m. Tickets are distributed on a first-come, first-served basis at the visitor center upon opening each day. Each tour is approximately one hour long.

[Groups](#) and members can reserve places on the tours.

Please note that in the event of inclement weather, garden tours may be cancelled.

# GROUP TOURS

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Groups of all kinds are all invited to enjoy the distinct experience of visiting Hillwood together. Groups are a minimum of ten people.

## **Group Tour Options**

### **[Self guided tours](#)**

Groups may select the printed tour booklet or various audio tours of the [mansion](#) and [gardens](#). By selecting this self-guided tour option, groups may enjoy Hillwood at their leisure and allow time to view special exhibitions, tour the greenhouse, and find collections-related gifts in the museum shop.

### **Docent-led tours**

Groups may tour the mansion and/or gardens with knowledgeable volunteer docents, based on preset tour times, seasonal availability, and advance arrangements. Guided tours last one hour. Docent-led tours must be confirmed two weeks in advance.

### **Customized tours**

For an additional cost, Hillwood can create a unique tour for your group—focusing on specific items in the collection, in the gardens, or in Russian or French—at a time that is convenient for the group. Customized tours must be confirmed at least two weeks in advance.

## Dining

For groups of ten or more wishing to dine, visitors should view the [Lunch and Afternoon Tea menus](#), and call 202.243.3914 or email [grouptours@HillwoodMuseum.org](mailto:grouptours@HillwoodMuseum.org) to make advance reservation. Lunch orders and final payment are due one week prior to the visit. [Café](#) space is based on availability

## Booking a Group Tour

To book a group tour, groups should complete the [Group Tour Reservation Form](#).

Here the group coordinator will answer all the questions needed to accommodate the group's visit, such as date, number of guests, and tour and dining preferences.

Interested visitors should email [grouptours@HillwoodMuseum.org](mailto:grouptours@HillwoodMuseum.org) or call 202.243.3914 for more information about group visits.

## Special Events

Hillwood welcomes corporate and non-profit organizations and offers several indoor and outdoor event venues. Private events, such as weddings, are not permitted. For more information about hosting a special event at Hillwood, visitors can call 202.243.3914 or email [mdesantis@HillwoodMuseum.org](mailto:mdesantis@HillwoodMuseum.org).

## Girl Scouts

Girl Scouts are welcome to Hillwood where they can:

- Create a jewelry box inspired by Fabergé
- Design a Japanese-style garden diorama
- Have their troop's bridging ceremony
- Enjoy an elegant tea

Hillwood is a Premier Program Partner of the [Girl Scout Council of the Nation's Capital](#).

## Schedule Your Visit

Scout programs are subject to availability. The visit is not confirmed until confirmation is sent by a Hillwood representative by phone or email. Girl Scout troops must register at least four weeks in advance.

To request a Girl Scout visit, troop leaders can:

- E-mail the [Youth Audiences Manager](#)
- Call 202.243.3935

## Program Options

A list of the available program options for Girl Scout visits can be found on the [Girl Scouts Group Tour Visit](#) page of Hillwood's website.

## School Groups

### Schedule Your Visit

School groups of all ages, from preschool to high school, are welcome to experience Hillwood. Student groups must register at least four weeks in advance. Group visits are subject to availability.

Request a student group visit, group coordinators can:

- [E-mail](#)

- Call 202.243.3935

A Hillwood representative will confirm the visit after receiving the request. The school visit is not confirmed until this confirmation is received by phone or e-mail.

### **Touring Options**

Student groups may choose from two options:

- [Guided Programs](#)
- [Self-guided Visits](#)

### **Schedule**

Guided tours for student groups may be scheduled Tuesday–Friday, year-round, beginning at 10 am. We may be able to accommodate other requests; contact the Youth Audiences Manager by [e-mail](#) or by phone at 202.243.3935 to discuss. Self-guided student visits may be scheduled anytime during Hillwood’s [public hours](#). All guided tours and self-guided visits are subject to availability.

### **Group Size**

No fewer than ten, no more than 60. If the group is larger or smaller, contact the Youth Audiences Manager by [e-mail](#) or by phone at 202.243.3935 to discuss options.

### **Chaperones**

Adult chaperones must accompany student groups. We will work with the group to determine the appropriate number of chaperones based on group size, age, and touring experience.

### **Special Needs**

Visitors should inform the Youth Audiences Manager of any special needs when scheduling the visit. Please review Hillwood’s [Facilities & Access](#) information.

### **Guided Student Program Options**

Explore the mansion or gardens through guided observation and inquiry-based discussion led by trained museum teachers. Custom tours can be arranged upon request and availability.

Guided student group tours of Hillwood:

- Engage students through inquiry and object-based learning
- Encourage conversation and dialogue
- Enhance students’ observation, analytic, and critical thinking skills

## VISIT WITH YOUR CHILDREN

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### **Plan Your Visit**

#### *Pricing & Hours*

Children under 6 visit for free! Children ages 6-18 visit for just \$5

#### *Getting Here*

Free parking is available on the estate.

#### *Family-Friendly Amenities*

- Restrooms with changing stations
- Complimentary coat check

- Accessibility services, including accessible paths and stroller-friendly walkways

### Explore Together!

At Hillwood, families can:

- Explore the enchanting gardens
- Discover treasures from France and Russia
- Relax with their loved ones in Marjorie Post's former home

### Family Audio Guide

Explore the mansion's Russian art with *Stories of Hillwood's Russian Treasures*, a 45-minute audio tour narrated by characters from Russia's past. Pick up a free audio guide at the Visitor Center tour desk. Perfect for children ages 8-12.

### Family Programs

Celebrate art and culture through art-making, music, storytelling, movies, dancing, games and more! Attend one of Hillwood's many **family days or festivals** to create their own artwork and enjoy hands-on activities.

### Create your own Family Adventure

Play a game as you explore the mansion and gardens. Visit the "[Visit with your Children](#)" page of Hillwood's website for a variety of fun ideas and games.

### Museum Manners

Help Hillwood protect the art and gardens so everyone can enjoy.

- Look, but please don't touch the objects in the mansion—including the furniture and walls. In the gardens, don't pick up flowers, plants, or stones.
- Please hold hands and stay together!
- Walk, do not run. Stay on paths and don't climb on rocks or statues in the gardens
- Check large bags and coats in the complimentary coat check upon entering the mansion. Strollers and portable car seats should be left outside the mansion entrance. Baby backpacks are not permitted in the mansion.
- Visitors are welcome to take informal, non-flash photography in the Visitor Center, mansion, all garden spaces, and the greenhouse for personal, non-commercial use. Please note, photography in special exhibitions may be restricted.
- Enjoy food and drink at the [Café](#) or in designated picnic areas only.

## DOG POLICY

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Though we share a fondness for animals, as our founder Marjorie Merriweather Post did, for the safety and comfort of all our visitors and the conservation of our grounds, pets are not permitted at Hillwood, with the exception of Sunday morning dog walks for members. We are happy to welcome Hillwood members with their dogs on Sunday mornings only, from 9:30 a.m. to noon.

Other than Sunday mornings, we cannot allow entrance to any vehicles with pets inside. Dogs may not be left in vehicles or unattended at any time.

While pets are not allowed on the estate, service dogs are happily permitted.

# SUNDAY DOG WALKS FOR MEMBERS

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While exploring Hillwood's twenty-five acres members and their four-legged friend must adhere to the following terms and conditions:

- Dogs are permitted with their Hillwood member owners from 9:30 a.m. to noon on Sundays only. Dogs are not allowed on the estate outside the hours of the program.
- Dogs must be leashed at all times and under the control of their adult handlers.
- No more than 2 dogs per adult handler. Hillwood reserves the right to remove groups lacking control.
- Dogs may not be left in vehicles or left unattended at any time.
- To protect our plant collections and garden sculptures, stay in designated areas only.
- Keep dogs on the path and designated grassy areas. Dogs are not permitted in planting beds.
- Dogs are not permitted in any indoor facilities.
- Aggressive dogs are not permitted on the estate. Hillwood reserves the right to refuse entry to, or remove, any dog thought to be harmful to visitors, other dogs, or property.
- Dogs must have current license and rabies vaccination tags.
- Visitors are required to clean up after their dog with pet waste bags and dispose of the bags properly. Waste bag receptacles provided.

## PHOTOGRAPHY POLICY

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Visitors are welcome to take informal "vacation style" non-flash photography in the visitor center, mansion, all garden spaces, and the greenhouse for personal, non-commercial/non promotional use. Please refrain from any photography in special exhibition spaces (dacha and/or Adirondack building).

Photographic equipment (flashes, tripods, reflectors, models, costumes, video cameras) are prohibited in all spaces, although tripods may be used in the gardens. Videotaping is not permitted. Please note, the use of *selfie sticks* is prohibited inside all interior spaces of Hillwood.

Photography is allowed for personal use only. Photographs and video may not be published, sold, promoted, reproduced, or otherwise commercially used in any manner whatsoever. Hillwood reserves the right, at its sole discretion, to withhold and/or withdraw permission to photograph on its premises.

Wedding, engagement, and other professional photography can be scheduled by appointment at a rate of \$300 per hour with a one-hour minimum. Professional photography is not permitted in the mansion or exhibition spaces. Other guidelines and restrictions apply. For details, please contact visitor services at 202.686.5807 or at [info@HillwoodMuseum.org](mailto:info@HillwoodMuseum.org). Please note that weddings, wedding receptions, ceremonies, and other private events are not permitted at Hillwood.

Visitors may purchase commercial-quality photographs or obtain permission for image reproduction of the collections by contacting Visual Resources at 202.243.3933 or email [visualresources@HillwoodMuseum.org](mailto:visualresources@HillwoodMuseum.org). Members of the press should contact the communications office at 202.243.3975 or email [lrossotti@HillwoodMuseum.org](mailto:lrossotti@HillwoodMuseum.org).

Hillwood Estate, Museum & Gardens may photograph or videotape its public programs for educational, archival, and publicity purposes.

Unless visitors notify the photographer otherwise, their attendance at a program grants Hillwood permission to display and/or publish any photograph in which they appear.

These photographs may be used in any and all of Hillwood's publications and in any and all other media without limitation or reservation, and are not subject to compensation. These materials will become the property of Hillwood Estate, Museum & Gardens.

## GETTING TO US

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Bordering Rock Creek Park in the Forest Hills neighborhood of Washington, DC, Hillwood allows visitors to escape the bustle of downtown without leaving the city. Accessible by foot, bike, or car, Hillwood encourages visitors to choose the transportation option best suited for their visit.

### **Parking**

Hillwood provides complimentary parking. Handicap parking is also available on a first come, first served basis. On busier days, visitors may be directed to complimentary off-site parking. Hillwood staff will direct visitors to designated parking areas upon their arrival at the entrance gate. We encourage bicycle riding and provide bike racks at the visitor center. Driving and walking directions from the Metro Rail and Metro Bus can be found [here](#).

Please help us be a good neighbor: Parking in Hillwood's residential neighborhood is prohibited.

**Please Note:** Some GPS systems will direct you to Albemarle and Linnean Avenue NW, however, Linnean Avenue NW splits and Hillwood is not accessible from this direction and only accessible via Tilden Street NW. Please follow the [instructions](#) on Hillwood's website to avoid taking this route.

## HINTS AND TIPS

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**Allow plenty of time:** Hillwood guests average close to three hours per visit. Arrive early to allow ample time to enjoy everything Hillwood has to offer.

**Visit Tuesday through Friday:** Weekdays tend to be less busy than weekends.

**Dress for comfort:** Wear comfortable walking shoes and appropriate clothing for the seasons, so visitors can enjoy all the breathtaking outdoor spaces.

**Every season is beautiful at Hillwood:** Spring and fall seasons are popular, but the gardens have much to offer during summer and winter.

**Please leave pets at home:** With the exceptions of service dogs and [specially designated mornings for Hillwood members only](#), dogs are not permitted on the property. We cannot allow entrance to vehicles with pets inside.

**Touring options:** Hillwood offers a variety of complimentary ways to see the estate. Visitors can learn more and find the [touring option](#) that fits best for them.

**Reserve in advance:** Reservations are not required, but visitors can save time at check in by registering in advance. Visitors can [make arrangements online](#) or by calling the Visitor Information Office at 202.686.5807, Monday through Friday, 10am-5pm.

**Bicyclists are welcome:** A bicycle rack is available near the Visitor Center.



**Please don't smoke:** Hillwood is a smoke-free campus. All forms of smoking, including electronic cigarettes, are prohibited.

**Selfie Sticks:** Please note, the use of Selfie Sticks is prohibited inside all interior spaces of Hillwood. Visitors may enjoy using selfie sticks in the gardens, but need to be mindful of other visitors nearby.

**Take a seat:** Benches and chairs are located throughout the estate and in the mansion for visitor use. Encourage visitors on your tours to take their time and rest as needed.

**In the Mansion:**

- All ages are welcome in the mansion & gardens. Visitors with young children should hold hands and stay together.
- While visiting, visitors can take advantage of the complimentary coat check.

**In the Gardens:**

- Watch your step. Some of the natural stone paths are uneven.
- Please stay on designated paths.
- Please do not pick or gather flowers or plants.
- Visitors may bring food and non-alcoholic beverages for picnics, or purchase food, beverages, beer, and wine at the Hillwood Café. Picnic maps and complimentary picnic blankets are available in the Visitor Center.

## HILLWOOD CAFÉ

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**Hillwood Café Menu**

We use the freshest ingredients and update the [menu](#) seasonally. Please note the menu is subject to change at any time.

**[Express Dining Menu](#)**

**[Sunday Tea Menu](#)**

Afternoon tea is served on Sundays for \$32.00 per person. Seating is limited, so reservations are encouraged. To make a reservation, visitors can book a table [online](#) or call 202.686.5807.

**Group Tours Menu**

We ask all groups of ten or more to make advance reservations. Groups are asked to pre-order from one of the groups menus below at least seven days prior to their visit. To make a group reservation, visitors can contact Meredith DeSantis at 202.243.3914 or at [grouptours@hillwoodmuseum.org](mailto:grouptours@hillwoodmuseum.org).

We cannot split checks for groups of ten or more.

## FACILITIES & ACCESS

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**Restrooms**

Restrooms are available in the following locations on the estate:

- Visitor Center: accessible with changing station
- Mansion: accessible companion care

- [Café](#): accessible
- C.W. Post: accessible companion care with changing station
- [Dacha](#): Available on the lower level. Enter using the outdoor stairs on the side of the building.

### Accessibility

- Elevators are available in the Visitor Center and Mansion.
- Wheelchairs are available first come, first served in the Visitor Center. Ask for photos of areas that are inaccessible by wheelchair.
- Service animals are permitted on the estate; no pets are allowed.
- Interpreters are hired on a case-by-case basis, and we require advance notice of requests. Visitors should call 202.686.5807 at least two weeks in advance if they would like to have a sign language, oral, or cued speech interpreter during their visit.
- Touch tours can be accommodated on a case-by-case basis. Advance notice is required. Visitors should call 202.686.5807 if they are interested in arranging a touch tour.

## MUSEUM SHOP

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The shop features delightful gifts as well as apparel and jewelry reflecting the luxurious lifestyle of Marjorie Merriweather Post and the beauty that pervades Hillwood, especially during the holiday season!

Shop hours are 10 a.m. to 5 p.m. Tuesday through Sunday.

Visitors can become members and receive a discount every time they shop! Or, they can share the secret and [give the gift of membership](#) to family and friends, so they can enjoy the magic of Hillwood throughout the year.

For more information, please call the museum shop at 202.686.8510 or email [nlacey@hillwoodmuseum.org](mailto:nlacey@hillwoodmuseum.org).

Items are available online. To shop a limited selection of items online, please click [here](#).

## PICNICKING AT HILLWOOD


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Please note the picnicking guidelines are currently not listed on Hillwood's website. Picnic maps with the guidelines are available at the visitor center tour desk. Visitors are permitted to picnic at Hillwood at the locations listed below:

- the tables in the conservatory
- the benches on the upper parking deck
- the grass area in front of the greenhouse
- the garden space between the mansion and the visitor center (entrance at service drive across the visitor center)
- the tables in the motor court or cutting garden
- the lawn of the ellipse in front of the Adirondack building
- the benches on the Adirondack building porch



### Picnicking Guidelines

- The  indicates a designated picnic area.
- For your safety and the safety of others, **glass is not permitted on the grounds.**
- **Our liquor license does not permit the consumption of alcohol obtained off-site.** A selection of wine and beer is available for purchase at the café. Please let them know you are picnicking, and plastic cups will be provided.
- **Please do not move patio furniture onto lawns or into gardens.**
- **Please clean up after your picnic.** Trash and recycling receptacles are located near the café. Thank you for helping to keep our grounds fabulous.
- Need to borrow a picnic blanket? Stop by the visitor center front desk to check availability.