

Updated Videography Policy and Mansion Tour Introductions

September 26, 2024

Below you'll find guidance on how to incorporate the updated videography policy into mansion tour introductions.

Tour Introductions

The "docent leader of the day" scheduled for tour route "A" will continue as before. Please use the [shortened welcome script](#) to greet visitors, confirm the final ticket count, and divide guests into groups. Once the tour begins, each docent will briefly review the mansion guidelines in their first room.

When reviewing the mansion guidelines with guests, please remember to emphasize that camera use is allowed, but flash is prohibited. Inform guests that we encourage visitors to remain mindful of their surroundings and discourage camera use while walking. If a visitor's camera use becomes disruptive or distracting to others, please feel free to reach out to the Security team for assistance.

While filming is permitted in the gardens, it is rare that visitors film the garden tours. We don't anticipate filming occurring frequently during mansion tours. Should you notice that filming happens during your tour, and you feel uncomfortable at any point, you are empowered to politely decline being recorded. You can kindly explain to visitors that, to ensure the safety and enjoyment of all guests, we ask that they refrain from filming the tours. Let them know that this helps maintain a smooth and engaging experience for everyone involved. You are also welcome to share this guidance at the beginning of your tour while covering the mansion guidelines.

For your reference, please note that other photographic equipment—including flashes, tripods, reflectors, models, costumes—are not permitted inside any interior spaces. Selfie sticks are also prohibited inside the mansion; however, tripods may be used in the gardens.

Example Introduction

Welcome! My name is _____ and I'll be your docent for the tour. We are about to embark on an hour-long highlights tour of the mansion. After the guided tour, you are welcome to stay in the mansion as long as you like; the estate will be open until 5 p.m.

Before we begin, I'd like to share a few important guidelines to ensure everyone enjoys their visit and that we preserve the collection for future generations:

- **Experience the art with your eyes and imagination:** Please avoid touching any part of the collection or leaning on the walls, doorways, or columns, as many of these pieces are extremely fragile.
- **Comfort is key:** You'll find chairs without ropes available for seating in most major rooms, including near the coat room. Feel free to take a moment to rest if needed.
- **(Option 1) Camera use is welcome:** Feel free to use your camera without a flash. While using your camera, please be considerate of others and avoid use while walking to keep the flow of the tour smooth for everyone.
- **-OR-**
- **(Option 2) Photography is welcome:** Feel free to take pictures without a flash. While filming is also permitted, please refrain from filming the tour. This helps maintain a smooth, safe, and engaging experience for everyone involved.

Gathering Docent Feedback

We value your role in delivering an exceptional experience to our visitors, and your insights are critical. If you have any feedback to share from your docent shifts relating to the updated videography policy, [please provide your feedback online via this link](#).

Thank you for your attention to these updates, and for your continued dedication to providing the best possible visitor experience. If you have any questions, please feel free to reach us at volunteers@hillwoodmuseum.org.