



FREQUENTLY ASKED QUESTIONS

Where are your two sites located?

Mint Museum Randolph: 2730 Randolph Road, Charlotte, NC 28207

Mint Museum Uptown: Levine Center for the Arts, 500 South Tryon Street, Charlotte, NC 28202

What days and times are guided tours offered?

Wednesday 10am-8pm

Thursday and Friday 10am-4pm

Saturday 11:30am-5pm

Sunday 1:30pm-4pm

How do I book a tour?

Contact Tour Coordinator, Julie Olson Anna: 704-337-2043 or

julie.olsonanna@mintmuseum.org

What happens after I book a tour?

An email will be sent to the tour contact confirming the location, date, time, and type of tour. The email also includes Museum guidelines and driving directions.

What is a docent?

Docents are trained volunteer tour guides. Docents lead most guided tours at the Museum.

How can my students get the most out of the tour?

Students have a better experience when they know what to expect and what is expected of them. Prepare your students by going over the Museum guidelines and discussing the topic of your tour.

How can I prepare chaperones for the visit?

We require one adult chaperone for every 10 students. Chaperones must stay with their group for the entire tour and stay quietly engaged. Please share the Group Guidelines document with the chaperones. Make sure chaperones are aware of their responsibilities in supervising the students during your visit.

What are some rules we should follow in the Museum?

- Food, drinks, and chewing gum are prohibited in the galleries.

- Please do not touch or lean on artwork, cases, platforms, and walls.
- Please leave oversized items (18" or larger) behind. They are not permitted in the galleries.
- Non-flash personal photography is allowed in the galleries. Photography of certain artworks or exhibitions may be prohibited. Please ask your docent or a security guard if you are unsure.
- Sketching is allowed. Pencils only.

Can I come early or stay later than my reservation?

Groups are welcome to self-guide before and after their tour. Groups of students ages 3 and up can visit the Lewis Family Gallery at Uptown after their guided tour. Please let the Tour Coordinator know that you plan to self-guide or visit the Lewis Family Gallery.

Where do I park?

The Mint Museum Randolph has its' own parking lot, parking is free of charge.

Parking for the the Mint Museum Uptown is located underneath the museum in the Levine Center of the Arts parking garage and accessible through Stonewall Street. Visitor parking is located on levels P1 and P2 (additional visitor parking is available on lower levels in Zone A).

After you park your vehicle, head for the Plaza Elevators (as opposed to the Tower Elevators). Level P will take you to the street level and The Mint Museum Gift Shop. Level 2 will take you to the entrance to the Museum.

Visitors of the Levine Center for the Arts receive discounted parking rates. Please ask the front desk staff for a discounted parking ticket. The discounted rates are applicable except during a special event – i.e., Panther's games, street festivals or parades.

Do you have an on-site lunch facility?

The Museum does not have on-site lunch facilities. Groups are welcome to eat at the tables on the Museum Plaza outside of the Uptown location or on the grounds outside of the Randolph location. Romare Bearden Park and The Green are a short walk away.

What is your inclement weather policy?

The Tour Coordinator will contact you in the event of a Museum closure.

What is your cancellation policy?

If you need to cancel your tour please call the Tour Coordinator: 704-337-2043 or the front desk: 704-337-2090 as soon as possible. Groups that are asked to pay a deposit will not receive a refund.

Do you have more questions?

Contact the Tour Coordinator, Julie Olson Anna: 704-337-2043 or julie.olsonanna@mintmuseum.org.