



Group Tour Request Form

Thank you for thinking of Haven for Hope. We are delighted to have you visit our campus to learn more about how we are providing hope and new beginnings to those experiencing homelessness.

- **Group tours are offered Monday-Saturday according to the schedule below:**
 - **October 1st to April 30th – 10:00am and 2:00pm** • **May 1st to September 30th – 9:30am**
- **Please allow two weeks from the time of your request to the first requested tour date choice.**
- **Tours are expected to last 90 minutes and include a walking tour of our campus (wheelchair accessible).**
- **The minimum age to attend a tour is 12 years old. Only tour guests 18 years of age and up will be permitted to visit The Courtyard area. The minimum number of individuals needed to request a group tour is 5.**

Contact Information

Group Name: _____

Group Leader Name: _____
Last First M.I.

Group Leader Title: _____

Address, City, State: _____

Phone: _____ Email: _____

Group Total: _____ Group Ages: _____

Location: Carlos Alvarez Volunteer Center located at 1 Haven for Hope Way, San Antonio TX 78207

First Choice Date: _____ Time: _____

Second Choice Date: _____ Time: _____

Third Choice Date: _____ Time: _____

How did you hear about Haven for Hope: (Social Media, Employee, Member, Organization, Friend, etc.)

What are you most interested in learning about during your visit?

Comments and Questions:

Tour Policies

- *Please arrive 15 minutes prior to tour to check-in.*
- *Adults, please bring a state issued photo-ID when you come to Haven for Hope. Security is a priority for us and we do not permit convicted sex offenders to volunteer or visit our campus. Accordingly, Haven for Hope will check all visitor and guest IDs against sex offender registries. We appreciate your understanding for this policy.*
- *Out of respect for our staff and volunteers, please notify us of any changes to the group size or group's ages as soon as possible and of any cancellations at least two business days in advance.*
- *Groups arriving 30 minutes after their scheduled time are not guaranteed a tour and will be asked to reschedule.*
- *The identity of our clients, and or treatment received at Haven for Hope or by any of its providing partners is confidential and may not be disclosed by any person having knowledge of such information.*
- *To respect our client's privacy, pictures of our clients are strictly prohibited without written consent from Haven for Hope.*
- *Attire: Please make sure to dress comfortably and in accordance with our dress code (no spaghetti strap shirts, tanks, shorts/skirts shorter than knee length, shirts shorter than waist length or pants below the waist). Walking shoes and bottled water are recommended.*

By submitting this request form to tours@havenforhope.org you are agreeing to the above policies.