



**MISSION**  
SAN JUAN CAPISTRANO  
Est. 1776

Historic Landmark and Museum

# Tour Group Instructions & Expectations

*Welcome to the Mission! We look forward to hosting your tour group.  
Below are our expectations and guidelines to ensure a safe and successful trip for everyone.  
Please take a moment to review the following guidelines.*

**Please arrive for your tour on time.** Only one person is to register and check in at the front gate. Money for your group should be collected and tallied before you approach the Front Gate.

**Final payment is due upon arrival.**

## GUIDED TOURS

In order to keep tours moving in a timely manner, have your group divided into equal sized smaller groups of no more than (20) twenty people before your arrival. Docents will not wait more than 30 minutes for a late tour. Upon entering please meet your Docents at the flagpole located to the left.

## UNGUIDED TOURS

In order to keep groups moving in a timely manner, have your group divided into equal sized smaller groups of no more than (20) twenty people before your arrival.

## EXPECTED BEHAVIOR:

1. Please do not touch, feed, or harass the birds, fish or lizards.
  2. For safety, please remain on the designated walking paths.
  3. Picnic tables are available on a first come first serve basis.
  4. Please ask the Front Gate staff for a map of designated lunch areas.
  5. Serra Chapel is a house of worship and we request that everyone please be respectful and courteous. Please try to maintain silence or low voices while in Serra Chapel.
- Should unruliness occur you will be given a courtesy warning.

**A SECOND WARNING WILL RESULT IN EXPULSION FROM THE MISSION GROUNDS, WITH NO RE-ENTRY.**

## PAYMENT INFORMATION

The Mission requires a 50% deposit on all tours. Payment must be made by Purchase Order, Check or Credit Card (Visa or MasterCard) to Mission San Juan Capistrano no later than 30 days prior to your scheduled tour. Payment may be made by phone or by mail. A 50% charge will apply for No Show groups or groups who fail to cancel 10 business days prior to their scheduled visit.

## CANCELLATION/RESCHEDULING POLICY

If you need to cancel or reschedule your tour you must provide 10 business days notice prior to the date of your scheduled tour or you will be billed. Exceptions may be made due to weather conditions. Please contact the Visitor Center Monday - Friday, 8:00 a.m.- 5:00 p.m. by phone at (949) 234-1306. When cancelling a tour, please keep for your record the date you cancelled, the name of the person you spoke with and your cancellation number.

## PARKING

Bus parking is available on Camino Capistrano, located on the west side of the Mission on the Mission side only. No bus parking is permitted on Ortega Highway. No bus parking is permitted front of local merchants located on Camino Capistrano. Car parking is available in the paved parking lots, located on El Camino Real, on the east side of the Mission. Street parking is also available. Vehicles blocking driveways will be towed. **If our staff can be of any assistance to you or your volunteers, please let us know.**

## ACKNOWLEDGEMENT OF TOUR GROUP INSTRUCTIONS

Please sign and mail this sheet to:

**Mission San Juan Capistrano**  
**26801 Ortega Highway**  
**San Juan Capistrano, CA 92675**  
**Attention: Visitor Center**  
along with your 50% deposit  
no later than 30 days prior to your tour

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Date of Tour

\_\_\_\_\_  
Contact Signature and Date

\_\_\_\_\_  
Contact Name (please print)

**26801 Ortega Highway • San Juan Capistrano, CA 92675**  
**(949) 234-1300 • Fax (949) 481-9895 • www.missionsjc.com**

I have read and accepted the terms and conditions put in place by Mission San Juan Capistrano and will adhere to them. All visitors/ students to Mission San Juan Capistrano are advised that their photo may be taken by Mission marketing staff for future promotional purposes as part of the effort to raise awareness of the Mission. Names are not provided. Attendance at the Mission implies consent.