



Tours at the DSC

Thank you for your interest in booking a tour with the Donkey Sanctuary of Canada! Below, you'll find the answers to the most frequently asked questions about our tours. To book a tour, or if you have a question not answered on this information sheet, please contact **Terri Morris**, our Education Officer, at Terri@thedonkeysanctuary.ca .

Before Booking a Tour

Q: When may I book a tour?

: May-October

Monday: 10:00-12:30; 12:30-3:00

Tuesday: 12:30-3:00

Wednesday: (May-June; September-October)

10:00-12:30; 12:30-3:00

Thursday: No Tours

Friday: 10:00-12:30; 12:30-3:00

Q: How much does it cost to book a tour?

A: The DSC charges \$15 per visitor to the sanctuary. For schools, camps, and other institutions, there is NO charge for staff members/chaperones.

Q: Is there a minimum or maximum number allowed for a group tour?

A: There is no minimum number of visitors required for a tour; however we do charge a minimum fee of \$120 per group. We prefer to have no more than 60 participants (not including staff) per tour.

Q: How long are your tours?

A: Tours last approximately 2 hours, with a half hour set aside at the end (or beginning) for a picnic lunch, if desired. Full day tours or other time frames may be available upon special request.

Q: Who can book a tour?

A: Anyone! The DSC has had visitors varying in age from pre-school children to senior citizens. We book tours for classes, retirement homes, summer camps, private groups, and many others.

Q: Are wheelchairs, walkers, and strollers allowed?

A: Wheelchairs and walkers are welcome at the DSC, but visitors are advised that the terrain is rough in certain areas. Strollers are not permitted in the barnyard.

Preparing for Your Visit

Q: What exactly will we be doing on our tour?

A: We tailor our tours to each group, based on the number and age range of visitors, weather, and any special needs. All guests are first given the safety talk/barn rules, then guided around the farm. You will visit some donkeys at the fence/in the barn, and others in their paddock/enclosure, where you can pet and brush them.

Youth tours (and interested adults!) also experience the Nature and Learning Centres. Students are broken into groups of up to 15, and rotate each of our stations:

- 1) Upper Barn & South Paddock
- 2) Nature Centre
- 3) Learning Centre
- 4) Main Barnyard

We also have some beautiful trails for walking, if time permits.

Q: What should we wear when we come for our tour?

A: The DSC recommends checking the forecast the morning of your visit. Because you will be outside for the duration of your tour, it is important to be prepared. Removable layers, a hat, insect repellent, or sunscreen may be required. Closed-toed footwear is highly emphasized for the barnyard.

Q: Can we bring food with us to the farm?

A: Of course! Many of our morning or afternoon tours enjoy our picnic area after or preceding their tour, respectively. Multiple garbage and recycling receptacles are provided, so please be respectful of our property and the environment. In the barnyard, absolutely no food or drink is allowed, including water bottles.

Q: Is the DSC peanut-free?

A: Due to human traffic flow and the nature of our operations, we cannot guarantee safety for those with food allergies. Please come prepared with the necessary emergency tools for those with allergies (e.g. Epi-pen, etc.)

Q: Is there somewhere to go to the bathroom?

A: Located next to our parking lot are a hand-washing station and three portable washrooms, including one that is accessible.

Q: We are coming in a bus/coach. Is there somewhere to park?

A: Certainly! We are not open to the public on tour days, so our overflow parking lot will be vacant. There will be plenty of room for bus drivers to park.

Q: Are service dogs allowed?

A: Service dogs are welcome on DSC property, but they cannot enter the barnyard for safety reasons.

Q: Do you have a gift shop?

A: For private tours, the DSC may be able to open its Long Ears Boutique, time-permitting. If you are interested in doing some shopping, please let us know in advance.

Q: What if I need to cancel a booked tour?

A: We understand that sometimes plans don't work out. Please give us as much notice as possible if your group is unable to attend. Staff members often come in specifically for tours, and there are many other groups waiting for an open time slot.

For Classrooms

Q: After visiting the sanctuary, our class would like to sponsor a donkey. What will this mean?

A: How wonderful! A donkey sponsorship costs a minimum of \$75.00 per year to help cover the costs of their care. Your class can donate this money, and in return, you will receive a picture of and information about your donkey, a sponsorship certificate, and yearly report on the animal's well-being. Of course, you'll also be teaching your students compassion, kindness, and generosity, all while helping out our long-eared friends.

Q: Does the DSC have any worksheets for children?

A: We sure do! The education page of our website features worksheets for students in kindergarten through grade 6. These pages are appropriate for the Ontario curriculum. The link for this page is <http://www.thedonkeysanctuary.ca/education> .

Q: My students would like to write letters to the DSC after their visit.

A: We love getting mail! Our address is 6981 Puslinch Concession 4, RR#6 Guelph, ON, N1L 0C1.