



## Guest Information

Aloha and welcome to the historic Shipman House Christmas Tour! We are so excited to be able to continue to offer this tour to members of our community!

To help make this the best experience possible, in preparation for the tour event, please be sure to read the very important information below.

Now that you have your ticket, please be sure to call 430-3392 to book your shuttle departure time. So that we can ensure good ‘people flow’ and a quality experience at Shipman House, expect to take the shuttle at your allotted time.

### **In and around Shipman House, kindly take note:**

- This home is not wheelchair accessible
- Kindly remove shoes/slippers before entering the residence.
- Only shuttle riders may participate in tours of the residence.
- Please park your car in and around Haili Church at 211 Haili Street in Hilo, where you will board the shuttle.
- As with parking for any other such event, parked cars are not supervised; attendees park at their own risk.
- Shuttles are not equipped with infant car seats. Therefore, we can accommodate only those children who no longer need an infant car seat.
- No wandering from your tour group at any time.
- In particular, no wandering outdoors on the property. (Given this home’s proximity to the Wailuku River, there are onsite hazards that all must carefully avoid.)
- Children are always to be with their parent or guardian. Children should hold a parent’s or guardian’s hands at all times.
- Strollers are not permitted.
- And finally, please be sure to always follow the instructions of the guides, docents, and security personnel who are all here to ensure the best experience possible.

Mahalo for your kokua, and Mele Kalikimaka!