# Booking a Guided Tour of the Detention Barracks Museum

Thank you for your interest in visiting the US Immigration Station at Angel Island State Park. A standard tour is a 1-hour guided experience at the Detention Barracks Museum.

The museum is 1-mile (with stairs and hills) from the ferry landing. Groups typically hike to and from the site, see “Accessibility” for other options.

We understand that visiting an island comes with a lot of logistics, so this document has a step-by-step booking guide depending on your group type.

## Please go to the guide that best matches your group type:

**Booking Options for Less than 5 People**

- Small Groups or Individuals

**Booking Options for 5 People or More**

- General Public *(Recreational visitors, college groups, families, etc.)*
- K-12 School Groups
- Volunteer Service Project Groups

**Booking a Virtual Visit**

- Virtual Tour

**Booking Option for Donors**

- Angel Island Immigration Station Foundation (AIISF)

**Additional Information**

- Accessibility
- Languages
- Paying Ahead of Time

# Small Groups or Individuals

This booking guide is for groups with less than 5 people.

Our guided tours are intended for groups of 5 people or more. However, if you're interested in a guided tour, we can offer you a **drop-in tour**. A **drop-in tour** means that we will reserve a tour for you on our calendar, but there is potential for up to 30 people to join the tour.

Payment will be taken on the day of your tour:
**Guided tour prices: Adults $7 | Youth (5-17yo) $5 | Child FREE**

Please take the following steps to book a guided tour:
***Note that if your requested time already has a completely full tour, you will not be able to join the tour. However, you are always welcome to visit the museum by paying for self-guided entry.***

1. Email tours.angelisland@parks.ca.gov at least **two weeks in advance** of your requested tour date.
2. Express that you would like a guided tour and include the following details:
    a. Phone number for contact
    b. # of people
    c. Date of visit (Closed Mon-Tues)
    d. For K-12 school groups:
        i. Name of school
        ii. # of students
        iii. # of adults
        iv. Grade Level
        v. Title I (Y/N)
    e. Requested time of tour (1-hour long, start time typically 11pm, 12:15pm, or 1:30pm)
3. Ferry schedules change seasonally; check the schedule to make sure it works with your requested tour time. The hike from the docks to the museum takes 30-45 minutes with stairs. (Links for the San Francisco ferry schedule | Tiburon ferry schedule)
4. Look for a confirmation email from our staff. We will typically reply within a week. We will let you know 1) whether or not there is a guided tour available, and 2) what to expect for your tour.

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**Please contact the park with any questions at**
**tours.angelisland@parks.ca.gov or (415)435-5537.**

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# General Public

This booking guide is for general groups with 5 people or more.

Our guided tours have a **limit of 30 people**. If you're looking to book a guided tour for more than 30 people, you will need to book multiple tour times to accommodate your group numbers.

**BEFORE booking your tour**, please **check the ferry times**. Schedules change seasonally; make sure arrival and departure times work with your tour time. The hike from the docks to the museum takes 30-45 minutes with stairs. (Links for the San Francisco ferry schedule | Tiburon ferry schedule)

Our guided tours are intended for 4th graders and older. If the **majority of the group is 8 years old or younger**, please book a Self-Guided Tour instead. Our self-guided tours also have a limit of 30 people. While we will not be able to provide you a full guided tour with this option, we will provide the group with a 10-minute historical overview and introduction before they enter the museum.

Otherwise, please book a **Guided Tour**. The tour slots that you see on the website are accurate to what we have available. You may find that many weekdays are not available due to high demand. Reservations for large groups should be made several months in advance.

Payment will be taken on the day of your tour:
**Guided Tour prices: Adults $7 | Youth (5-17yo) $5 | Child (0-4yo) FREE**
**Self-Guided prices: Adults $5 | Youth (5-17yo) $3 | Child (0-4yo) FREE**

**AFTER booking your tour**, please **read the confirmation email**. It will have helpful information including details about payment, directions, and tour logistics.

**Please contact the park with any questions at**
**tours.angelisland@parks.ca.gov or (415)435-5537.**

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# K-12 School Groups

This booking guide is for K-12 school groups. **Guided tours are intended for 4th grade and up**. Please see options below for K-3rd. This guide does cover home school groups. This does **NOT** cover after-school programs or extracurricular organizations. If your school group is not covered by the above guidelines, please look at the "General Public" booking guide.

Booking a reservation for a school group can be tricky! Find an organizer's guide and a pre-visit guide for classes here.

**Please contact the park with any questions at tours.angelisland@parks.ca.gov or (415)435-5537.**

# Volunteer Service Project Groups

This booking guide is for volunteer groups who are looking to do a service project at Angel Island State Park.

Our guided tours have a **limit of 30 people**. ***Note that we will only be able to offer a guided tour to volunteer groups if the timing works with the service project schedule.**

Please take the following steps to schedule a service project and book a guided tour:

1. Are you camping on the island? If yes, first book your reservation at ReserveCA.
2. Email tours.angelisland@parks.ca.gov at least **one month in advance** to request a tour date with the following details:
    a. Phone number for contact
    b. # of youth
        i. Age of youth
    c. # of adults
    d. Date of visit (Tours not available Mon-Tues)

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    e. If camping, the site you have reserved
    f. Service project experience
3. We will typically reply within a week. If we do not have an available service project, you will need to book a guided tour here. If we have an available service project, we will connect you with a project leader.
4. Organize details of the service project via email with project leader and cc tours.angelisland@parks.ca.gov in your correspondence.
5. If the service project schedule has room for a tour, our tours staff will follow up with an email to work out the tour details. Tours for service project groups are **free**.

**Please contact the park with any questions at tours.angelisland@parks.ca.gov or (415)435-5537.**

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# Virtual Tours

Can't visit the island in-person?
This guide is for booking a virtual visit.

Our virtual tours have **no capacity limit** and are **free**. You're welcome to share the link with other parties and have multiple devices call in. While 4th graders and older are the intended audience, younger students and the general public are also welcome to sign up. Make your reservation here.

*Don't see any times that work for you? Booking far in advance?*
Sign up for notifications here regarding new virtual tour dates throughout California State Parks.

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# Angel Island Immigration Station Foundation (AIISF)

Groups who are interested in becoming donors can reach out to our cooperating organization, AIISF, regarding VIP tours.

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Please first reach out to AIISF at info@aiisf.org . They will typically respond within a week. If they have the available time and resources, they may be able to provide your group a tour. If they do not, please contact the park at tours.angelisland@parks.ca.gov to book your tour.

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# ***Additional Information***

# Accessibility

This section has information regarding accessibility.

## Museum Accessibility

The Detention Barracks Museum and the Angel Island Immigration Museum (AIIM) are fully wheelchair accessible. Both museums have ramps or lifts that lead to the entrance of the buildings. There are also elevators inside the buildings to get to the second floor.

***However, please note that power outages on the island frequently disrupt elevator operations.** At the Detention Barracks Museum, all of the interactive exhibits are on the first floor and the rooms are similar to the second floor rooms. At AIIM, most of the exhibits are on the second floor.

Our guided tours typically go up a flight of stairs to get to the front entrance of the detention barracks. If you would like to avoid those stairs, include a note in your tour reservation and our tour guides are happy to adjust the flow of the tour to the accessible ramps.

To protect the fragile resources at the historic site, no visitors are allowed to touch the walls inside the Detention Barracks Museum. There are two tactile exhibits on site. A reproduction of a poem is available in the Detention Barracks Museum and a model of the US Immigration Station site is outdoors.

## Hike Accessibility

The shortest hike to the museums is a hilly 1-mile hike with a flight of 140 uneven trail stairs. We recommend 40 minutes for the hike, though experienced hikers may do the hike more quickly.

To avoid the stairs, there is a longer, but still hilly 1.5-mile hike. We recommend 1 hour for this hike. For visitors who use wheelchairs, due to steep hills, this hike is most feasible for those who have power wheelchairs with a fully charged battery (bringing a charging cord is recommended, access to power is available upon request).

## Additional Transportation Options

Angel Island Company (AICo), a park concessionaire, offers seasonal shuttle service to the U.S. Immigration Station. Please check the Shuttle Services schedule here. AICo may also offer shuttle times that are not listed online. To learn more about their additional times or to book a charter, please contact AICo.

If ramp access is needed (using a power wheelchair or unable to transfer from a manual wheelchair), please contact AICo ahead of time to ensure one of their accessible vehicles is used for your trip.

In the **winter** season, AICo only provides chartered shuttle runs for a minimum group size of 25 people. Charter requests should be made at least 3 weeks in advance.

Otherwise, Park staff can give rides to a few individuals with mobility concerns. These requests should be made at least a week in advance to your visit. However, Park staff do *not* have the ability to transport a power wheelchair or an individual who cannot transfer to a vehicle.

For general shuttle information, contact sfreeman@goexplorus.com and (415)435-3392. For booking a group shuttle reservation and urgent inquiries, contact abrieno@goexplorus.com and (913)340-9739. For Park staff, contact tours.angelisland@parks.ca.gov or (415)435-5537.

## ASL Interpretation

With advance notice, ASL interpreters can be provided upon request. The process for Angel Island State Park to hire an ASL interpreter typically takes 2 months.

Please include the request in the notes of your tour reservation.

**Please contact the park with any questions regarding accessibility while visiting Angel Island State Park at tours.angelisland@parks.ca.gov or (415)435-5537.**

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# Languages

This section has information regarding the written and spoken languages available on site.

Historical inscriptions in many languages appear on the walls of the Detention Barracks Museum, left behind by immigrants detained at the site. Informational written signage at the Detention Barracks Museum and the exterior exhibits are in English and Chinese. Written signage and audio exhibits at the Angel Island Immigration Museum are in English.

Guided tours are in English. Currently, Mandarin or Cantonese interpretation may be available upon request. Staffing may change, so don't hesitate to ask about the current fluencies of the tour guides. A list of terms used in the tours is available for groups that provide their own interpreter.

With advance notice, ASL interpreters will be provided free of charge. The process for Angel Island State Park to hire an ASL interpreter typically takes 2 months. Please include the request in the notes of your tour reservation.

**Please contact the park with any questions at [tours.angelisland@parks.ca.gov](mailto:tours.angelisland@parks.ca.gov) or (415)435-5537.**

# Paying Ahead of Time

Need to pay before the day of your tour? Please read the information below.

We typically take payment on the day of the tour. Due to the nature of the California State Parks payment system, it is an extremely long process to process refunds (6-9 months). Hence, we discourage groups paying in advance in case the tour is canceled or fewer people show up than expected. However, if you need to pay ahead of time, we can accept **mailed checks** or **credit card payments over the phone.**

**If you'd like to mail a check,** please email tours.angelisland@parks.ca.gov requesting an invoice. The invoice will have all the information you need to include on the check.

**If you'd like to pay by credit card**, you can call our office at (415)435-5537. We are typically at the desk Wed-Sun from 10am-3pm.

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