



# HUMANE SOCIETY

— of Indianapolis —

## Shelter Tour Guidelines

Thank you for your interest in touring our facilities. We are always excited to have the opportunity to share our mission and history and hope that your visit will teach you about the needs of animals without homes in Indianapolis.

### Reservation Required

Upon completing the online Tour Request Form, the contact person will receive an email confirming the requested date and time. We respectfully ask that the contact person who completes the reservation also attend the tour. If she/he cannot do so, please designate a new contact person and submit their contact information to [mferris@indyhumane.org](mailto:mferris@indyhumane.org) at least 48 hours in advance of the tour.

### Cancellation Policy

Due to the high demand for our shelter tours, we request that groups who must cancel their reservation do so at least 48 hours in advance. Please email cancellation notifications to [mferris@indyhumane.org](mailto:mferris@indyhumane.org).

Groups who cancel, except in inclement weather (*information below*), will need to once again fill out the Tour Request Form for an alternate date. Dates and times fill very quickly, and if a group cancels, they do so at the risk of finding that the dates and times they are interested in may no longer be available.

### Inclement Weather

In case of inclement weather, please check the news page on our website at [www.indyhumane.org](http://www.indyhumane.org) to confirm our hours. You will also be contacted by a staff member who will assist you in rescheduling your visit for a later date. For questions or rescheduling, you can call 317.872.5650 x108 or email [mferris@indyhumane.org](mailto:mferris@indyhumane.org).

### Etiquette Guidelines

For the comfort of our animals, and the safety of all tour members, we ask that you abide by the following guidelines:

1. No running in the parking lot or building.
2. Use slow movements and quiet voices.
3. Stay together as a group and behind the tour guide, unless otherwise directed.
4. Keep your hands to your sides or in your pockets. Keep fingers out of cages and kennels. Refrain from tapping on the glass sections of animal's living areas.
5. Please do not handle or approach any animal(s) without permission and guidance from a staff member or volunteer.



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## *Chaperones*

Chaperones are expected to enforce the behavior expectations set in this guideline, and therefore should be selected accordingly. Adults are asked to set a good example and try to limit the amount of talking to each other, and on their phones, during the tour presentation.

## *Animals On-site*

Not all of the 250-300 animals who live at IndyHumane have been exposed to children. For health and safety concerns, animal interaction is not offered during a shelter tour.

If your tour includes a dog safety presentation, the dog will have been approved in advance by a member of our behavior staff. The dog may be an IndyHumane resident or belong to a staff member. Please let all members of your tour know, in advance, that the pre-selected dog or cat is the only animals who they will get to pet. All other animals will be viewable in their kennels or behind glass.

## *Upon Arrival*

Please enter our driveway and parking lots slowly, as volunteers, staff, vaccine clinic patrons, and dog park patrons use these areas.

Feel free to park in our main parking lot to the left of the driveway. We also have an overflow lot down the hill on the right side of the driveway, if the main lot is full. If needed, you are welcome to pull up next to the sidewalk to drop tour members off before finding a parking space.

All tour members will meet their tour guide in our adoption lobby. It is the entrance with our logo above the door. When you enter the lobby, let one of the staff members know, and they will call for your tour guide.

We respectfully ask that children not leave the lobby to look at the animals, as we want to keep the group together and ready to start the tour on schedule.

## *Late Arrivals*

All tours are scheduled to start at the time chosen on your Tour Request form so we recommend that you arrive at least five minutes early. If your group arrives late, your tour will be shortened so that we may end at the time designated by your reservation. If you will be arriving late, please call 317.872.5650 x108. (If you receive voicemail, please leave a message.)

## *Re-Tail Store*

All profits from the IndyHumane Re-Tail store directly benefit our animals. Children are welcome to browse and view all of the fun merchandise, but they must be accompanied by a chaperone. For the comfort of staff and volunteers, and to preserve the newness of the product, we ask that children refrain from playing with any of the store's clickers or toys.

We look forward to hosting your group!