

SHELBURNE MUSEUM FAQ GUIDE 2024

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GENERAL INFORMATION

Q: What is Shelburne Museum?

A: The Museum, founded in 1947, is Vermont's largest museum and one of the country's finest, most diverse collections of art, design, and Americana. The product of a lifetime of collecting by Museum founder, Electra Havemeyer Webb, Shelburne's collections range from folk art and architecture to fine art and transportation exhibits. Decorative arts, textile arts, and contemporary design fill the buildings. You may view paintings by Monet, Manet, and Degas, hand carved circus figures, quilts, as well as a 220-foot steamboat, *Ticonderoga*, a National Historic Landmark. The Museum's 45 acres of exquisite landscaping is home to 39 exhibit buildings.

Q: How old is the Museum?

A: The Museum was founded in 1947 and opened to the public in 1952.

Q: When are you open?

A: Daily from 10 a.m. to 5 p.m. Saturday, May 11th through Sunday, October 20th, 2024, including: Memorial Day (May 27th), Juneteenth (June 19th), Independence Day (July 4th), Labor Day (Sept. 2nd), and Indigenous Peoples' Day (Oct. 14th).

Q: How much does a ticket cost?

Tickets are available for purchase at Admissions at the Museum; pre-registration is not required. Adult General admission \$25; In-state Adult (with ID) \$15; Youth 13-17 \$14; Children 5-12 \$12; In-state Children/Youth \$12; Family Pass (2 adults and accompanying children) \$65; Under 5 – free; Members always free during regular season!

Q: How do I contact the Museum?

A: info@shelburnemuseum.org or 802-985-3346

What is the Museum's mailing address:

A: Shelburne Museum, P.O. Box 10, Shelburne, VT 05482. The physical address is 6000 Shelburne Road.

Q: Does the Museum have a web site?

A: Yes, the address is: www.shelburnemuseum.org

Q: Can I buy tickets to Higher Ground's Concerts on the Green at the Museum?

A: Tickets are sold through Higher Ground. Please visit www.highergroundmusic.com. Their phone number is (802) 652-0777, and general email is info@highergroundmusic.com. For ticket specific inquiries, use box@highergroundmusic.com.



Q: What is Winter Lights?

A: Winter Lights is Shelburne Museum’s annual holiday lighting extravaganza, featuring brilliant and imaginative displays throughout the campus. The event will be open on select evenings starting November 21st, 2024, through January 5th, 2025. Tickets go on sale in September for walk through and drive around experiences. Check the Museum website for details and tickets.

ADMISSIONS

Tickets are available for purchase at Admissions upon arrival at the Museum.

Q: What is included in the ticket price?

A: Your admission is good for two consecutive days with receipt. Your ticket provides you with the chance to see and do a lot: explore more than 30 exhibit buildings including the steamboat *Ticonderoga*; learn from Guides who have extensive information to share about the collection in many of our buildings; see craftspeople at work; ride on a vintage carousel; enjoy shuttle transportation around the grounds; and the opportunity to return the next day if you have not been able to see it all!

Your admission fee is used for the ongoing support of the Museum’s preservation and education programs. We exhibit, conserve, and care for more than 100,000 items and works of art; present special events and educational programs for children, families, and adults; preserve and maintain historical structures; care for 45 acres of gardens, lawns, and orchards; provide programs for thousands of school children annually; and conduct research and training to interpret the collections more fully.

Shelburne Museum is an independent not-for-profit educational institution and operates with no ongoing support from the state or federal government, relying on admissions income, gifts, private and government grants, and endowment income.

Admissions and Membership: A family pricing cap of \$65.00 keeps the cost for families (2 adults and children ages 5-17) down. Also, if you choose to become a Museum Member you can return as many times as you would like, and we will be happy to apply the full value of that day’s ticket toward the purchase of a 12-month membership. There are other member benefits outlined in our membership brochure.

Q: Are admission receipts and stickers transferable? What if I just turn it over to my sister and her husband?

A: Admission receipts and stickers are non-transferable. They are intended to provide our paying visitors the opportunity to return once they see how extensive the collections are.

Q: Can we leave the Museum for lunch and come back in without paying again?

A: Yes! Just hold onto your receipt and make certain that your admissions or Member sticker is visible.

Q: Can we bring in a picnic lunch?

A: Yes! For ticketholders and Members, we have picnic tables set up near the Weathervane Café, benches around the grounds, an open-air lounge area at Shaker Shed, and plenty of lawn space. You may leave your picnic in your car and bring it onto the grounds when you're ready to eat.

Q: All we want to do is look at the grounds. We won't go into the buildings. Can we get in for free?

A: Not without a ticket, but Members are free to visit anytime we are open. Some of our Members have told us they like to come to the Museum and simply stroll.

Q: I just want to go to one of the exhibit buildings. Can I pay a reduced price?

A: If you're able to visit later in the day, you may purchase an afternoon ticket that is valid 3–5 p.m. for a reduced price (\$15 for adults, \$7.50 for children and youth ages 5-17).

Consider becoming a Member! Members can return at any time throughout the season. Many tell us they come to see just one building or exhibition at a time.

Q: I'm a member at ___ Museum. Do I get in here for free?

A: Shelburne Museum is a member of the North American Reciprocal Museum Association—NARM—a program that includes more than 800 arts and cultural organizations. We offer free admission during regular museum hours to members of museums that participate in NARM. For each member of your party who has a card, we provide free admission. We also offer a \$2 discount to AAM (American Alliance of Museums) members, off a general admission price. NEMA members are admitted free of charge.

Q: I'm an employee of ___ Museum/___ attraction. Can I get a complimentary ticket?

A: We are delighted to welcome Museum professionals. Please be prepared to show your work ID, business card, or letter of introduction to Admissions upon arrival. Please let us know what you thought about your visit and if there are any printed materials that we can send back with you.

Q: Do you offer a senior citizen discount?

A: We are pleased to offer a special senior rate of \$23.00 for regular season admission.

Complete information concerning any discounts and admissions reciprocity is available in the Museum Store at Admissions, and on the Museum's website, www.shelburnemuseum.org

MEMBERSHIP

Q: What are your membership levels?

A: Please see below membership levels. You can learn more about the levels and respective benefits here: <https://shelburnemuseum.org/join-support/member/>



Basic Membership:

- Individual \$60
- Dual \$85
- Family \$125

Upper-Level Membership:

- Sustaining \$250
- Patron \$500
- Benefactor \$1000

Barnstormers Membership:

- Barnstormers: Individual \$175
- Barnstormers: Dual \$300

Director's Circle Membership:

- \$2,500+

Business Membership:

- Friend \$250
- Supporter \$500
- Manager \$1,000

Q: I lost my membership card. Can I get in? How do I get a new one? I can't remember when my membership expires.

A: Please give your name to our staff at the Admissions desk and they will be able to assist you. We ask Members to present their card each time they visit the Museum so be certain to ask about obtaining a replacement card.

Q: My wife and I have a dual membership, but she's not here today so I brought my sister. Can she come in for free under our membership?

A: Sorry, no. Only the people included on your membership cards may come in for free as Members. There are no substitutions, however, as a member, you may purchase an admission ticket for your sister at a discounted rate (\$18) or, if your sister is a Vermonter, the rate is \$15. All membership levels can add a **Plus One** to a membership for \$50 and enjoy the benefit of one additional unnamed guest per visit.

ACCESSIBILITY

Q: Is the Museum accessible to wheelchairs?

A: The Museum's grounds are accessible, as are nearly all of our buildings. Paths, walkways, and roads consist of firmly packed gravel or slate surfaces and the terrain varies in slope and surface. Because each building is unique, we have published a Physical Accessibility Guide to help you plan your day. You can download this guide from <https://shelburnemuseum.org/visit/>.

Also, on the *Ticonderoga*, “Access and Explore” notebooks have images and information about inaccessible portions of the boat.

Q: Do you have wheelchairs?

A: We have a number of standard size wheelchairs available. You may reserve a wheelchair in advance by contacting the Museum Store at (802) 985-3346 x3144, or just request it upon arrival. There is no fee for wheelchairs, although donations to support their upkeep and care are appreciated.

Q: Do you have to walk a lot at the Museum?

A: If you prefer not to walk a lot, we have a shuttle during the regular season. It is free and you can get on and off throughout your visit. Also, many of the buildings are close to one another.

We also have wagons available free of charge, although we gratefully accept donations to help support their upkeep and care. There are benches located throughout the grounds and in and near our gardens, as well as visitor seating in most of the buildings. There are tables outside and inside the Weathervane Café, as well as seating areas in the Lighthouse and Shaker Shed.

Q: What services do you offer for visually impaired and hearing-impaired visitors?

A: Guide staff is available throughout the grounds and are happy to assist all visitors. Staff members wear blue shirts, with Shelburne Museum fleece jackets or vests in colder weather, and photo ID badges. Large type printed guides and/or label copy are available in select exhibits for visitors with visual impairments. Audio installations are available on the *Ticonderoga*, Beach Gallery, and the Meeting House. Video installations are located in Beach Gallery, Dorset House, the *Ticonderoga*, Variety Unit, and select special exhibitions in the Pizzagalli Center for Art and Education. The Museum does not currently offer museum-wide audio tours.

Q: Do you have materials in languages other than English?

A: There are written guides available in French.

Q: Can I bring my dog in?

A: Service animals are welcome on the Museum grounds, but pets are not allowed. Visitors with service animals should speak with a member of the Admissions staff prior to entering the grounds, for clarification on our policy and building access.

Q: What can I do with my pet?

A: We suggest contacting a local kennel. We do not recommend that you leave your dog in your car; however, of course, it is your decision. Vermont statutes mandate that no animal should be left unattended in a parked vehicle if the health or safety of the animal is at risk. We’ve been asked by local police to report such incidents for their response.

VISITOR AMENITIES

Q: Is there a public telephone?

A: Should any visitor require access to a telephone, please ask at Admissions.

Q: Where can I get something to eat and drink?

A: Our Weathervane Café offers snacks and lunch options. The Café is open daily during the regular season from 11 a.m. to 3 p.m. Indoor and outdoor seating is available. The Museum Store also sells snacks and beverages.

Q: Where are changing tables located? Do you have a lactation suite?

A: We have changing tables in the men's and women's bathrooms next to the Store, in the Weathervane Café, in the Railroad Station bathrooms, and in the Pizzagalli Center for Art and Education. Mothers and babies may enjoy the lactation suite located in Pleissner Gallery and marked on the Visitor Guide map.

Q: Do you have all-gender bathrooms?

A: All-gender bathrooms are at the Railroad Station and Stagecoach Inn.

Q: Do you have bike racks?

A: There is a bike rack in front of the Museum Store. Be sure to lock your bike securely, as we cannot ensure the safety of your bike. Bicycles, scooters, and Segways are not allowed on the Museum grounds.

Q: Is smoking allowed on the Museum grounds?

A: The Museum campus is a smoke-free environment, and no smoking materials are allowed on the grounds. There is a smoking receptacle outside the Museum Store and in the parking lot.

Q: How long does it take to visit the Museum?

A: Many of our visitors in the summer season come for 3 to 4 hours. You can spend a few hours or two days, depending on your level of interest. If you only have a limited time, we can offer some suggestions. In addition, your admission is good for two consecutive days with receipt.

Q: May I take photographs? Videos?

A: Photography with hand-held cameras is permitted in most buildings. Photography is restricted in some exhibitions; specific restrictions are noted in those installations. We ask visitors to limit the use of flash so as not to impact the experience of other visitors. Tripods, camera stands, and selfie sticks are not allowed indoors, to protect the objects and limit impact on other visitors. All photographs taken are limited to personal use.

Q: Do you have Wi-Fi?

A: Yes! Public Wi-Fi is available throughout the grounds.

Q: What if I have a question or need help when I'm on the grounds?



A: Please approach any staff member about any questions or problems. During the regular season Guide staff members are available throughout the grounds and are happy to assist all visitors. They are identified by their light blue shirts and/or navy-blue fleece jackets/vests and photo ID badges. Various departments have special expertise as shown below:

Staff/Volunteers	How to Identify; where found	Expertise
Admissions/Store Staff	Shelburne Museum shirts or fleece in various colors: Museum Store/Admissions.	Can offer a wide range of general information about the Museum and the surrounding area as well as provide assistance with retail purchases and memberships
Guide Staff/Education Staff	Light blue shirt or navy fleece jacket/vest: throughout the grounds	Can answer questions and provide information about Museum’s exhibitions, buildings, grounds, and events/activities on the grounds
Volunteer Greeters	At the store entrance to the grounds	Greeters can provide wayfinding information and general information about Museum operations.
Protection Services Officers	Blue polo shirts/light blue uniforms: throughout the grounds	Can provide security and first aid and general Museum information
Preservation and Landscape Staff	Blue Shelburne Museum t-shirts: throughout the grounds	Can provide information about the structures, grounds and gardens, as well as general Museum information

Q: I have lost an item while visiting.

A: Lost items are held at the Museum Store (day-of) or Protection Services (next-day). Please approach a staff member about your missing item or reach out to info@shelburnemuseum.org / (802) 985-3346.

CAROUSEL

Q: When does the carousel operate?

A: The carousel operates during our open season, May 11 through October 20, from 10a.m. – 5p.m. daily, with a 30-minute break for lunch. Carousel rides are free of charge, thanks to the generosity of Museum donors. We welcome donations to help support the ongoing care and maintenance of our beloved carousel.

CHILDREN & EDUCATION AT SHELburne MUSEUM

Q: Is this a good place for children? What do you suggest I do with my children at the Museum?

A: Yes, the Museum appeals to people of all ages and interests and is a great place for children!

Our summer camp programs – in June, July, and August – are designed for school-aged children ages 5-13 and provide campers with the unique opportunity of exploring the Museum's collections in creative ways. For more information contact Sara Wolfson, School and Youth Programs Educator, at 802-985-3346, x3392, or email swolfson@shelburnemuseum.org.

Q: Do you have programs for school-age children?

A: Yes. The Museum's Education Department offers hands-on workshops at the Museum for school groups throughout the season. Information can be found under the learn tab on www.shelburnemuseum.org, or by emailing schoolprograms@shelburnemuseum.org.

Q: Who do I contact about general Education questions?

A: Please email education@shelburnemuseum.org, or call 802-985-3346, x3392.

COLLECTIONS

Q: Where are the Impressionist paintings?

A: During the regular season the Impressionist works can be viewed in the Electra Havemeyer Webb Memorial Building.

Q: Where is (object) that my great aunt donated to the Museum?

A: Our Collections staff would have that information. Email collections@shelburnemuseum.org, or call the Registrar's Office at (802) 985-3346, x3132 to inquire.

Q: Where is (collection/exhibit/object) that I saw the last time I was here?

A: Our Collections staff would have that information. Email collections@shelburnemuseum.org, or call the Registrar's Office at (802) 985-3346, x3132 to inquire.

Q: I have an artifact that I want to donate to the Museum. What do I do?

A: Staff may **not** accept any objects. Individuals who wish to communicate with Museum staff about donating, selling, or researching objects should reach out to curators@shelburnemuseum.org or contact the curatorial inquiry line, 802-985-3346, x3382

TICONDEROGA

Q: I know someone who used to work on the *Ticonderoga*. I have some photos of the *Ticonderoga* when it crossed over land.

A: There is always something more to learn about the buildings and collections at the Museum. If you would like to contact Chip Stulen, Director of Preservation and Landscape and curator for the



Ticonderoga, he may be interested in your information. His phone number is 802-985-3346, x3365, or cstulen@shelburnemuseum.org.

Q: When was the restoration work completed?

A: The restoration of the *Ti* took place 1993-1998. The Guides on the boat can provide you with additional information. There is also a great book on the history of the *Ticonderoga* available for purchase at the Museum Store.

CONSERVATION

Q: Where can I find someone locally to do conservation work?

A: This website allows you to search by specialization and location. The work of those on the list has been peer reviewed. <http://www.conservation-us.org/membership/find-a-conservator>

Q: How do I store my antique valuables?

A: We cannot make specific recommendations, but the following distributors will send you a free materials catalog for safe storage of many types of artifacts.

University Products	800-628-1912	www.universityproducts.com
Light Impressions	800-828-6216	www.lightimpressionsdirect.com
Gaylord	800-962-9580	www.Gaylord.com

Q: Can anyone on staff give me information about caring for my antiques?

A: We're available to provide information and advice on care, storage, and treatment options for collections via email. Please reach out to conservation@shelburnemuseum.org, or call (802) 985-3346, x3354 to inquire.

GROUNDS

Q: Can we eat the apples from the trees?

A: We ask that visitors refrain from eating apples on our trees or those that have dropped. We do not use pesticides, or fungicides, but still discourage eating apples. Our grounds staff removes apple drops daily during the season and takes them to our compost pile, for use in fertilizing our gardens.

Q: Can you identify those trees/plants?

A: Trees – The large maple and locust trees on the north end of the grounds were here prior to the Museum's establishment. The trees in the Circus Daylily Garden are Honey Locust. The fragrant, cream-colored flowering trees south of Diamond Barn are Japanese Tree Lilacs, which flower later than shrub lilacs. Early summer flowering Spirea and Mock Orange bushes can be found throughout the campus. Also, be sure to look for garden maps as well as signage on some of our trees, providing identification information.

Apple Trees – Most of the apples remain unidentified. There is a Russet northwest of the Dorset House, a Cortland north of the Apothecary, a Snow next to the Schoolhouse and Northern Spys southeast of the Stencil House and in the southwest corner of Bostwick Garden. There are espaliered trees in Pleissner Courtyard, grafted with four apple varieties.

Semi Dwarf Trees – Trees in the visitor parking lot are a disease-resistant Liberty variety of crabapple, from a collection of 200 flowering crabapple trees given to the Museum by the University of Vermont's Agricultural Experimentation Station.

Pines, Tamaracks, and Maples – This collection of trees was transplanted near the Beach Lodge and Gallery in 1962.

Lilacs – The older lilacs located north of Dutton House came from the Webb estate in Westbury, Long Island. Other lilacs were procured from Horsford Nursery (Charlotte, VT), Heard Landscape Nurseries (Des Moines, IA) and Strawberry Hill (Rhinebeck, NY). In 2017 an additional donation of 48 young lilacs from Great Barrington, MA, were added to our collection. There are over 400 lilac bushes representing 90 varieties throughout the grounds.

Roses – The roses are primarily a hardy rugosa variety, F.J. Grootendorst.

Plants and Gardens – Be sure to look for garden maps, as well as signage on numerous trees and shrubs, providing identification information.