



# TOUR GUIDELINES

Ames Water Plant  
*Read Carefully*

Ames utilities are faced with security and safety issues, especially with respect to tours of the treatment facilities. Please be sure that everyone in your group is aware of the following Tour Guidelines before coming to the plant.

1. This is a working “factory” and there are hazards present that require close supervision of small children. For this reason, **one additional chaperone must be present for every three children under the age of five**. This is in addition to the number of chaperones required for school-age children.
2. Tours must be scheduled at least two weeks in advance.
3. Tours are requested either by phone, fax, or email. Tour Request Forms and instructions are available on our website at: <http://www.cityofames.org/government/departments-divisions-i-z/water-pollution-control/tours>
4. A roster of attendees must be turned in at least three working days before the scheduled tour.
5. All visitors 18 years of age and over will be required to sign-in and show a current, valid government-issued ID. College ID's are acceptable.
6. Tours groups may be split into smaller groups to accommodate small spacing or larger groups; at the discretion of the Tour Guides.
7. Elementary school tours must have **a minimum of two adult chaperones** (preferably more). In addition, **one chaperone for every three children under the age of five is required**. All tour attendees must be escorted by staff at all times.
8. Facility staff reserves the right to refuse to answer any questions related to security or where the response may compromise the security of the facility. Staff also reserves the right to refuse or cancel tours (including those in progress) due to security issues or other operational needs.
9. Prohibited Items:
  - Bags, backpacks, briefcases, fanny packs, purses, and knapsacks
  - No photography (live or still) (including cell phone cameras)
  - Use of cell phones

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