



City of Spruce Grove Fire Service Fire Station Tour Guidelines

Booking your tour please call 962-4496

- Tours must be booked a minimum of 3 weeks in advance, but not more than 6 weeks.
- Tours are scheduled between 9 a.m. - 12 noon, 2 p.m. - 4 p.m. and 7 p.m. 7 days a week and are approximately 40 minutes in duration.
- In order to ensure that the operational needs of the firefighters on duty are respected, please plan your group's arrival for no more than 5 minutes prior to your tour time.
- Transportation must remain available on-site as tours may be interrupted or cancelled on short notice due to call volume.
- The fire department parking lot is restricted to employees only and all visitors are to use street parking.
- The maximum group size is limited to no more than 20 people per tour.
- There must be 1 adult supervisor for every 5 children.
- To ensure the educational experience is beneficial, children must be 5 years of age or older.

Cancellation of Tours:

- Station tours are subject to cancellation if an emergency should occur. Should an alarm interrupt or cancel your visit, your time with us will be rescheduled.
- When an alarm is sounded the tour group will, in a timely fashion, exit the building and remain out of the way of all emergency staff and vehicles.
- Transportation must remain available on-site as tours may be interrupted or cancelled on short notice due to call volume.
- If you need to cancel a scheduled tour, the Spruce Grove Fire Service would appreciate as much notice as possible to allow time for another group who may be waiting for an open tour time.

Please keep in mind that tours are conducted in an operating fire station, by on duty staff. Tours may be delayed, postponed, or canceled at any time as a result of emergency responses. At the start of all tours your group will be instructed on procedures to take in the event of an alarm, please ensure that everyone is aware of these procedures. All groups with children must ensure adequate adult supervision is available at all times.

Date and Time of Scheduled Tour: _____

Please sign below and return to the station (fax 960-3658)

Representation of Organization / Individual

Date

Contact Phone Number