Cancellation Policy

The Museum requires cancellations at least two weeks prior to the date of the visit or $25* will be charged to the credit card on file. If the group cancels the visit with less than 24 hours notice, the full cost of the program will be charged to the credit card on file.

*Due to the preparations required, a Customized Experience at the Museum must be cancelled at least two weeks prior to the date of the visit or the full cost of the program will be charged to the credit card on file.

Frequently Asked Questions

If your question is not addressed below, please reach out to your reservation coordinator for further information and assistance.

Where should our bus drop-off and park?

The Charlestown Navy Yard has a designated turnaround area located on Constitution Road for bus drop-offs. Afterwards, the Boston Autoport, located at 100 Terminal Street in Charlestown, is available for short-term motor coach and school bus parking. The Boston Autoport is a privately owned and operated facility and is not affiliated with the USS Constitution Museum. For information on getting to the Museum by public transit or car, please visit the Directions & Parking page on the Museum's website.

How do we check-in?

Upon arrival, the Group Leader should proceed inside to the Museum’s admission desk to check-in for the program. During check-in, the group leader will be asked to confirm the number of adults and youth in the group and process any payment due.

What should we do if we are running late?

Groups running late or unable to make the program’s start time should call the Museum’s admission desk at 617-426-1812 x. 101. The Museum reserves the right to modify the program or change the reservation to a self-guided visit upon late arrival.

What should we do in the case of inclement weather?

In the case of inclement weather, call 617-426-1812 to find out if the Museum is open. If the Museum is closed, an outgoing message will play with an announcement, and we will follow up to reschedule. If the visit cannot be rescheduled, the cost of the visit will be refunded. If the Museum is open, we will expect your group as scheduled. If you still choose not to visit, but notify us, a $25 cancellation fee will be charged to the credit card on file. If you do not notify us, the full cost of the program will be charged.
How do we pay for the visit?
Full payment is due no later than the time of your visit. Cash, all major credit cards, and checks made payable to "USS Constitution Museum" are accepted and can be processed either before the visit or at the Museum's admission desk during check-in. If payment is not received at this time, the credit card holding the reservation will be charged.

Are there any guidelines or rules for the Museum?
For the safety of our visitors and artifacts, we ask all of our visitors to respect the following guidelines:

- Visitors under the age of 13 should be accompanied by an adult.
- No food, drink, or smoking in the Museum.
- Personal items must be attended at all times.
- Be respectful of other visitors and the Museum's exhibits.

Any group not adhering to these guidelines may be asked to leave and held financially responsible for any damages incurred as a result of their visit.

What is the role of the chaperones during the visit?
Chaperones are expected to be actively involved in the education and management of their group. This may include reading directions, facilitating group activities, and enforcing the safety guidelines. If a chaperone encounters any problems or has a question, they should seek out a Museum Educator. If your group does not have the appropriate chaperone ratio as indicated in the reservation description on the first page of this confirmation, the Museum reserves the right to change the type of program your group receives.

Is there a place for us to eat lunch?
There are plenty of green space to enjoy a picnic-style lunch outside in the Charlestown Navy Yard. In the case of inclement weather, the Museum has a seasonally tented courtyard that groups are allowed to use on a case by case and first come, first served basis. Groups utilizing this space are responsible for picking-up and disposing of any trash.

My group has multiple sections. What is there for them to explore while they wait for their program?
Built as one of the original six naval shipyards in the country, the Charlestown Navy Yard is home to the USS Constitution Museum as well as a National Park Service Visitor Center and two historic ships - USS Constitution and USS Cassin Young. Operating hours for each of these attractions vary seasonally and can be found on the Museum's website. Please keep in mind that each site takes at least 30-45 minutes to explore.
USS Constitution Museum Floorplan

First Floor Exhibits

- **Introductory Film—The Nation’s Ship**
  Explore USS Constitution and her history in this dramatic 8-minute orientation video.

- **“Old Ironsides” 1812 Discovery Center**
  Discover the war that made “Old Ironsides” the legend she is today.

- **Forest to Frigate**
  Trace Constitution’s journey from her launch in 1797 through today.

- **USS Constitution Model Shipwright Guild**
  Meet ship modelers and watch their work in progress at our Model Shop.

Second Floor Exhibits

- **All Hands On Deck: A Sailor’s Life in 1812**
  Swing in a hammock, furl a sail, and scrub the decks in this interactive exhibit about the daily life of a sailor.

- **Constitution Battle Theater**
  Experience battle in this 8-minute presentation about Constitution’s most famous victory in the War of 1812.