

## **Frequently Asked Questions**

*Hello! At Parkwood we are all about ensuring our visitors have the best experience possible. To that end, here are some of the most frequently asked questions. If you cannot find the answer to your question here, please reach out to us at 905-433-4311 or [info@parkwoodestate.com](mailto:info@parkwoodestate.com).*

*We look forward to seeing you soon!*

### **The Museum**

#### **Can we just go into the house?**

In order to see the (museum) you will need to book a tour. Pre-booking online is recommended in the event tours are full the date/time you (wish to visit)

#### **Is the Auto Baron Tour (main floor entertaining spaces) appropriate for my child?**

Yes, but it depends on the age, interests and activity level of your child, and you know them best. It is a tour where they will visit spaces like the indoor pool, squash court, billiard room etc. so if you think they would enjoy hearing about the history of the McLaughlin Family and seeing the home where they lived, please bring them along.

#### **How much are tours? And how long are they?**

Most tours are approximately 90 minutes, however the prices range depending on which tour you are taking. For exact pricing please visit the Plan a Visit Page.

#### **Can we take photos/video on tour?**

Guides will instruct you on what you can take photos of but video is not permitted.

#### **Why don't you have the basement or private spaces tour throughout the year?**

As a working museum, we require space for storage, work, and events, because of this we can only open certain spaces in the museum to public viewing at certain times. We do, however, offer several different specialty tours throughout the year

#### **Are you open in the winter?**

Tours and the Gift Shop are open for limited hours during the winter month. The outdoor property will remain closed until spring, when it is deemed safe to reopen.

## **The Grounds & Gardens**

### **Do we have to pay to see the grounds/gardens?**

No, entry to the 11-acre property, including the grounds and gardens, is free, but donations are always gratefully accepted.

### **Can we have a picnic?**

Picnics are not permitted as we are not a public park. Having a snack while you are at Parkwood is permitted but full meals, baskets, chairs and blankets are not allowed.

### **Can I bring my dog to Parkwood?**

Leashed and well-behaved dogs are welcome at Parkwood to walk the grounds and in the Gift Shop. You may also bring your dog to the Tea House, if your reservation is at one of the outdoor tables, and not inside the Tea House area.

Only certified service dogs are permitted inside the museum.

### **Where are your washrooms located?**

- Carriage House – accessible washrooms are available
- Public washrooms are located at the back of the parking lot near the back porch and the ramp

## **Accessibility**

### **Are you accessible?**

The main floor of the museum is accessible for wheelchairs, walkers and small umbrella strollers. Accessible washrooms are available in our Carriage House next to the Gift Shop. The beautiful 11-acre garden has a variety of terrains, including paved paths, flagstone, gravel and grass. The formal garden fountain has gravel pathways. If you have a reservation at the Tea House, a golf cart is available to transport you to and from the Tea House for those with mobility issues and can be requested in the Gift Shop.

## **Weddings/Photos/Proposals**

### **Can I propose at Parkwood?**

Yes, this is a very romantic place to propose amongst the beautiful 11-acre garden. There are many little nooks that will feel like you're in a private oasis.

If you plan on having an elaborate proposal with family and friends and lots of props, you will require a permit which you can book with Maggie or Julia at 905-433-4311 Ext. 32872 or [photos.weddings@parkwoodestate.com](mailto:photos.weddings@parkwoodestate.com).

### Can we take photos?

Casual photos are welcome — feel free to take pictures with your phone or a small camera, as long as there's no special equipment or photographer.

**Prom photos are not allowed** — this applies to both phone and professional photos.

### You need a photo permit if you are:

- Using a professional camera or equipment
- Bringing a photographer
- Changing outfits for photos
- Taking photos for a business or promotion (for pricing and to book, contact Samantha George at [Samantha.george@parkwoodestate.com](mailto:Samantha.george@parkwoodestate.com) or Ext. 34084)

**Outdoor base price:** \$300 + HST | **Indoor base price:** \$400 + HST

**All photo permits must be booked in advance.** Please contact Maggie or Julia at [photos.weddings@parkwoodestate.com](mailto:photos.weddings@parkwoodestate.com) or Ext. 32872. You can also visit our photography page for more details.

### Can I have my wedding or party there?

We do have rental spaces for functions. Please contact Maggie or Julia at [photos.weddings@parkwoodestate.com](mailto:photos.weddings@parkwoodestate.com) or 905-433-4311 Ext. 32872, to see if your event can be accommodated.

### Do you host events?

Yes, as a charitable organization we host approximately 160 events throughout the year as a way to raise funds to support the museum. Continue to visit our website for the ever-changing options.

### The Restaurant (Tea House)

#### Can we buy food at Parkwood?

There is a vending machine available in the Carriage House, where the gift shop is located. During the summer months our outdoor restaurant, the Tea House serves lunch and afternoon tea daily, and dinner Thursday and Friday evenings.

#### Where is the Tea House? Can we just purchase food while there?

The Tea House is located at the west end of the property by the 200 ft fountain. It is open daily from June to September – weather permitting. While walk-ins may be available, reservations are recommended. Also, due to the nature of our property, and the 5-minute walk from the parking lot to the Tea House, please ensure you wear appropriate footwear.

#### How do I reach the Tea House?

You can make a reservation online by visiting our website [www.parkwoodestate.com](http://www.parkwoodestate.com), select “The Tea House” from the drop down menu on the “Plan a Visit” tab.

**Phone:** (289) 600-3645 | **Email:** [hello@berryhillfoodco.ca](mailto:hello@berryhillfoodco.ca)

### **Do you have a Gift Shop?**

Yes we do! Our Gift Shop is located in the Carriage house, across from the house/greenhouses and is filled with some charming gift ideas, and many products made by local artisans.

### **Parking & Directions**

#### **Do you have Parking?**

Yes, (on site) parking is free but very limited for Parkwood guests. There is a paid parking garage (located on the west side of the estate)

#### **How do we get there?**

Parkwood is accessible by car, cab/uber or bus, and is located at 270 Simcoe Street North, on the corner of Adelaide Avenue and Simcoe Street. The main entrance is located on the west side of Simcoe Street, between Adelaide Avenue and Hospital Court

#### **Where are the bus stops located in proximity to Parkwood?**

- Simcoe Northbound @ Hillcroft is 293 meters away, 4 min walk. (Located in front of O'Neill Highschool)
- Adelaide Westbound @ Simcoe is 522 meters away, 7 min walk.
- Simcoe St. N. @ Parkwood Ct. is 933 meters away, 12 min walk.(located on the west side of Simcoe Street in front of Lakeridge Health Hospital)

#### **Which bus lines stop near Parkwood?**

According to DRT the bus lines that stop near Parkwood are 405,56, 901.

### **Events & Tickets**

#### **How can I find out when tickets go on sale for the Afternoon Tea Events (Mother's Day, Christmas etc.)?**

#### **Where can I purchase tickets? I've tried a few years in a row with no luck, is there a trick to getting tickets?**

Tickets for the Afternoon Tea Events are advertised on social media (Facebook and Instagram) as well as in our newsletter. Make sure to follow us on social and subscribe to our newsletter "The Parkwood Post" by contacting Cameron McDonnell at [Cameron.mcdonnell@parkwoodestate.com](mailto:Cameron.mcdonnell@parkwoodestate.com) or Ext. 34088.

You can purchase tickets online on our website at [www.parkwoodestate.com](http://www.parkwoodestate.com) and click on the "Book Now" button in the bottom right hand corner. You can also call 905-433-4311 to speak to any staff member and we can help you with that, we can only answer one call at a time, we do our best to ensure we answer as many calls as possible.

We have heard how frustrating it is to wait in the queue online or on the phone to get tickets and still end up without any so we've recently introduced an Annual Membership perk which includes advanced notice and purchasing ability for all of our signature events. This has been very popular and successful. The Annual Membership is valid for one year from the date of purchase and can be purchased online on our website [www.parkwoodestate.com](http://www.parkwoodestate.com) and click on the "Book Now" button under Tours, or by calling us at 905-433-4311.