

## Tour Requirements

Please complete a request form to help us better prepare for and schedule your tour based on the audience, purpose and interest. Tours work best for groups of 10-20 people: however, larger groups may be accommodated with advanced notice and based on staff availability. The Miami-Dade Water and Sewer Department Treatment Plants are considered critical infrastructure under The Department of Homeland Security.

The following tour requirements are necessary for the safety and security of our facilities to ensure the protection of our customers.

- The tour request form must be submitted a minimum of 10 days in advance of the proposed tour date.
- The tour request form must contain the reason for the tour, names and date of birth of all tour participants. (This is required for access to facilities in compliance with MDC Ordinance 02-68)
- The minimum age for tours is 9 years old or enrolled in the fourth grade.
- Schools or youth groups of any kind must provide 1 adult chaperone for every 10 children.
- Tours are conducted Monday to Friday, between the hours of 9 a.m. to 3 p.m.

Appropriate dress is mandatory for all tours, including, closed toed walking shoes and appropriate dress for expected weather, as a portion of the tour may be outdoors. Due to safety concerns, visitors with inappropriate dress may not be permitted to tour the facility.

Picture taking is only permitted in designated areas at Miami-Dade Water and Sewer facilities. Your tour guide will provide instructions on where photography and videography is and is not allowed. No large bags or backpacks are permitted in designated areas at Miami-Dade Water and Sewer facilities. Personal bags such as purses or waist purse are permitted, however if of a suspicious nature, it is subject to be searched by security, if denied, the visitor may be asked to leave the bag outside the facility. All adults, on the day of the tour, must provide a valid government issued photo identification upon arrival and sign in. Adult visitors not having valid government issued photo identification are not permitted to tour the facilities.

All visitors will be provided with a visitor badge that must be returned at the end of the tour. All tour participants must be escorted at all time by a Miami-Dade Water and Sewer employee designated tour guide. Any person deviating from the guided tour or not following instructions from the tour guide may be escorted from the facility. The Miami-Dade Water and Sewer Department reserves the right to cancel or deny tours for any reason.

