

Changes to the Kings Palace Tour Schedule

This popular tour currently allows 75 people per tour. We have had many visitor and staff comments that when the tour is full at 75 there are too many people on the tour – hard to see, hear, not enough time to look, too much time just getting people from place to place, hard to seat everyone for blackouts, reduction in quality of the information presented.

Beginning May 23, 2009 (Memorial Day weekend) the number of visitors per tour will be reduced from 75 to 55 but an additional tour will be added at 12 noon.

Currently tours are offered at 10, 11, 2 and 3 from Memorial Day to Labor Day).

This may sound like a reduction of 25 people per day that could attend this tour. ($75 \times 4 = 300$ and $55 \times 5 = 275$). But consider what the tour numbers tell us.

10 am tour – average of 51 visitors per tour

11 am tour – average of 47 visitors per tour

2 pm tour – average of 53 visitors per tour

3 pm tour – average of 48 visitors per tour

The most popular 2 pm tour as an example.

- There were 98 tours given in 2008 – potentially that is 7,320 visitors if all tours had 75 people.
- In reality for 98 tours there were 5,215 people.
- If tours were reduced to 55 that would potentially serve 5,390 people – even slightly more people than we had in reality in 2008.
- Adding a 12 noon tour each day from Memorial Day to Labor Day – is an additional 98 tours or 5,390 more visitors than are served right now.
- The addition of a 12 noon tour also has the added benefit of better serving the public that gets here too late for the 11 am tour and do not want to wait 3 hours for the next tour.

For the rest of the year – Labor Day to Memorial Day – the tours would still go back to two per day – 10 am and 2 pm – at 55 per tour. But during those times when we know we will get a peak in visitation on holiday weekends we would still add on the 12 noon tour.

This will be done on an experimental basis for 2009 to track trends and get feedback from the public.