

A.H. WEEKS WATER TREATMENT PLANT (WTP) TOUR GUIDELINES

The Windsor Utilities Commission (WUC) offers guided tours at the A.H. Weeks Water Treatment Plant year-round. Please review the following guidelines before booking your visit.

General Requirements:

1. Participants must be able to walk approximately one mile unassisted and use stairs. Please note that the facility does not have elevators.
2. Tours are available to schools, colleges, universities, water professionals and elected officials.

Booking & Scheduling

1. Tour requests must be submitted at least three (3) weeks in advance and are subject to WUC approval.
2. Tours are offered Monday to Friday (excluding holidays) between 10:00 a.m. and 3:00 p.m. Each tour is approximately **two hours** and includes:
 - An introductory presentation
 - A guided walking tour of the facility
 - Interactive demonstrations
 - A wrap-up and Q&A session
3. A confirmation email will be sent to the group coordinator, along with a copy of these guidelines.

Group Size & Supervision

1. Group size must be between 5 and 40 participants.
 - Smaller groups may be combined
 - Larger groups will be divided into smaller groups during the tour
 - A minimum supervision ratio of 1 adult for every 10 student participants is recommended.
2. Participants aged 18 and under must be accompanied by an adult. Children under the age of 8 are not permitted. Age range must be provided at the time of booking.

Attendance & Cancellations

1. Please provide at least 48 hours' notice for cancellations. Tours may also be rescheduled or cancelled by WUC due to operational requirements or emergencies. Every effort will be made to provide timely notice.
2. Parking instructions will be provided by Security upon arrival. Please ensure all participants are aware of the tour start time.
 - Tours begin promptly
 - Late arrivals (more than 15 minutes) may not be permitted to join

Safety Requirements

1. Closed-toe, low-heeled shoes or boots with hard soles are required. Open-toe footwear is not permitted. Participants who do not meet footwear requirements may be unable to participate.
 - E.g. running/tennis shoes
2. For safety, participants are encouraged to keep their hands free during the tour (e.g., to use handrails and not to carry cellphones). WUC is not responsible for lost or unattended items.
3. Food and beverages are not permitted inside the facility unless pre-approved for medical reasons.

Security & Conduct

1. For the safety and security of the drinking water system, photography and video recording are not permitted anywhere on the property without prior approval.
2. During the tour, participants must:
 - Remain with the tour guide at all times
 - Stay within the designated (marked) tour routes
 - Immediately notify the tour guide in case of an emergency