

Group programs - Frequently Asked Questions

Welcome to the Dr. Sun Yat Sen Classical Chinese Garden! We are looking forward to working with your group. We hope this document will answer a few of your questions about what to expect when you bring your group to us.

Getting to the garden



Where is your entrance?

Our main entrance is located in a courtyard that is accessible from Carrall and Pender streets. It is marked by red hanging lanterns and red boards.

Note the courtyard also houses entrances to the Dr Sun Yat Sen public park and the Chinese Cultural Centre.

Where can we park? Where can the bus park?

The closest public parkade is located at 180 Keefer Street. Metered street parking is available throughout Chinatown.

There is free, 2 hr bus parking on Keefer Street, just behind the Garden. From there, turn left on to Carrall Street and you will find the entrance to the courtyard half way along the block.

What about public transport?

The #19 and #22 bus from Downtown Vancouver stop at Pender Street near Carrall Street.

The nearest skytrain is Stadium/Chinatown station. After exiting the station, go down the steps to Keefer Street and continue 3 blocks until you see the white walls of our Garden at Carrall Street.

Before the program starts

What do we do when we arrive?

The entrance to our Garden is located in a large courtyard. We ask groups to wait there while the leader checks in at Visitor Services.

If the large black doors are closed, we are not open yet! Staff will be ready to greet you when the doors open, or will come to find in the courtyard.



Dr. Sun Yat-Sen Classical Chinese Garden
578 Carrall Street Vancouver,
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vancouverchinesegarden.com

What should we wear?

Please remind your group to dress appropriately for the weather. A portion of every program will be delivered outside. Our walkways are covered so visitors are sheltered but most rooms are not heated.

Is the Garden fully accessible?

Yes, the halls and walkways in the Garden are wheelchair friendly. Our accessible entrance is located at the Eight Treasures Shop and our staff will show you how to access the Garden this way.

What should we know?

Our Garden is modeled after the Ming Dynasty scholars' garden-homes in China. Our visitors experience the living world and also a number of delicate objects and decorations that would be found in a typical Chinese Scholar's home. For this reason, please do not touch our koi fish or other wildlife, or climb any of the rocks.

Like most museums, our Garden has a strict no food or drink policy for all visitors. Hot Chinese tea is available for all guests.

Our space is small and there will be likely other members of the public visiting at the same time as your group.

Payment

How can we pay?

We charge per participant on the day of the program. There are various options for payment:

- By cash, cheque, MasterCard or Visa at the Front Desk on arrival
- By invoice to your institution
- By pre-authorized credit card (please ask for a form to be sent to you in advance of your visit).

Please note we ask for a minimum of 10 people to get our Group Rate. If your numbers fall below 10 on the day, we will still charge for 10 people at the group rate quoted on the Booking Confirmation.



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How many chaperones get in for free?

Bus drivers and group escorts are admitted free. Extra chaperones are charged at the group rate quoted on the Booking Confirmation.

My group numbers have changed since we made the booking - what shall I do?

If the numbers change a little on the day, it is not a problem. If, however, you anticipate a large change in numbers please let us know as soon as possible. This is to make sure we have the correct number of facilitators booked to work with your group.

Lunchtime!

What do you suggest for lunch arrangements?

Please note we do not allow any food or drink inside the Garden. There are no vending machines or lunchroom facilities. Please ask us for Chinatown lunch options if your group is interested in eating in a nearby restaurant or cafe.

If you have any other questions not covered here, please don't hesitate to contact our Education Coordinator: education@vancouverchinesegarden.com

We look forward to your visit!



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