Date: 5 May 2016

Agency Partners  
(Tour Operators/Travel Agencies/Education Centres)

Dear Sir/Madam

Education Programmes for May - August 2016 and Group Booking Procedures

We wish to thank you for your continuous support in bringing tour groups to Bank Negara Malaysia Museum and Art Gallery. This letter is intended to provide our agency partners with information on the education programmes and activities for May to August 2016 as well as the basic guidelines for group bookings.

2. The list of education programmes offered are as follows:

   Monday  
   Programme: Si Kijang Puzzle Race (BM/English)  
   Suitable Age: 7 – 15 years old  
   Duration: 1 hour

   Tuesday:  
   Programme: What is Money? (BM/English)  
   Suitable Age: 7 – 15 years old  
   Duration: 45 min

   Thursday:  
   Programme: How Old is the Ringgit? (BM/English)  
   Suitable Age: 13 – 17 years old  
   Duration: 45 min

   Friday:  
   Programme: Si Kijang Money Box (BM/English)  
   Suitable Age: 4 – 9 years old  
   Duration: 45 min

3. These activities are available daily:

   - Self-guided activities: Children's Gallery Passbook, Smart Numismatics, Bank Negara Malaysia Gallery worksheet (BM/English)
   - *Guided tours: a minimum pax of 20 up to 40 persons is required  
   - *Academic talks: A talk on “Bank Negara Malaysia, What Do We Do?” is designed for college and university students.

*All programmes are based on availability of resources.
4. Below are the guidelines for group bookings:

**Bookings**

5. Agencies are encouraged to book in advance (via email or fax) to ensure a confirmed slot. All emails/faxes received will be responded within two working days. For the bookings, please include the information below:
   - Date of the visit:
   - Time of the visit:
   - No. of participants:
   - Name of programme requested:

6. Kindly note that a minimum pax of 30 persons is required for education programmes and talks. Guided tours would be provided for a minimum pax of 20 up to a maximum of 40 persons.

**Cancellations/Changes**

7. Once the programmes have been arranged and confirmed, only one change is allowed. Please provide two (2) working days advance notice for cancellations or changes to bookings (via email or fax). This is to allow the slots to be offered to other groups in the waiting list.

**F&B Arrangements**

8. Requests for any F&B arrangements must be made seven (7) working days in advance of the visit. A confirmation email and payment details will be sent by the F&B supplier and payment must be made three (3) working days prior to the event. Cancellations or changes to the F&B requests must be made three (3) working days prior to the visit failing which, the payment would not be refunded but you may collect the prepared food on the said date and time.

**Programmes/Guided tours**

9. Groups are encouraged to be on time but a grace period of 30 minutes will be given for unforeseen circumstances. Groups are **discouraged from giving any token or gifts to our staff**.

**Correspondence**

10. Kindly direct all correspondence via email to infomuseum@bnm.gov.my or fax to 03-91792161. Should you need further clarification on the above matter, please do not hesitate to contact En Mohd Faiz Naim Hassan or En Afizal Azizzan (tel: 03-91792740/84).

   Thank you.

Best regards,

(Tunku Mariati Tunku Mukhtar)
Deputy Director