



GREAT LAKES WATER AUTHORITY TOUR GUIDELINES

The Great Lakes Water Authority (GLWA) conducts tours at its Water Works Park Treatment Plant (WWP) and Water Resource Recovery Facility (WRRF – formerly WWTP).

1. All tours must be arranged at least two weeks in advance.
2. Tour hours are between 10 am and 2 pm, Tuesday through Thursday.
3. A confirmation email will be sent by GLWA to the requesting school/professional group's representative. Attached to the email will be a copy of the Tour Guidelines and a standard release form for each participant. **Please copy and distribute the appropriate form to all those participating in the tour. Please note there are different forms for adults and children.**
4. School and professional groups must submit signed release forms to the GLWA Public Affairs team in advance of their arrival.
5. Security clearance is required. Tour groups must provide a list of all tour participants 48 hours in advance. For **ALL** adults, their state identification, driver's license or passport number will be **REQUIRED IN ADVANCE** and the corresponding physical ID **MUST** be provided upon entry.

Participants not listed or without signed release forms will not be admitted to the facility.

6. The maximum group size for a tour is 40 people. Minimum group size is five people.
7. An adult must accompany all participants 18 or younger. No one under the age of 12 is permitted. Information on the age range must be furnished to GLWA at the time of the tour request.

WWP and WRRF tours are available for:

7 th – 8 th Grades	At least one adult escort for each five children.
9 th – 12 th Grades	At least one adult escort for each ten teenagers.

8. Notification of cancellation by phone is required 48 hours in advance of the scheduled tours.
9. Instructions for parking will be provided by Security upon the group's arrival at the facility. If more than one vehicle is involved, please advise all participants of the tour starting time.
10. Please be prompt! **GROUPS THAT ARE GOING TO BE LATE SHOULD NOTIFY PUBLIC AFFAIRS IMMEDIATELY AT 313-964-9477. GLWA WILL NOT ACCOMMODATE GROUPS THAT ARRIVE MORE THAN 15 MINUTES LATE.**

11. Clothing Requirements

- Shoes – All participants are required to wear low-heeled shoes or boots, and preferably with rubber heels or hard soles. Open toe sandals or shoes are not acceptable. Additionally, for **tours at the Water Resource Recovery Facility, canvas or cloth shoes are not acceptable.**
- Attire – All visitors to the Water Resource Recovery Facility should be adequately dressed for outside weather conditions but sleeveless tops are not acceptable. Casual attire and long pants are required for both Water Works Park and Water Resource Recovery Facility.
- **ALL visitors at WRRF will be issued a hard hat and safety glasses that are required to be worn at all times when touring the facility grounds.**

12. It is requested that participants avoid carrying articles during the tours. This is for reasons of safety, such as being able to hold onto handrails. GLWA cannot assume responsibility for lost articles.

13. Camera and/or video equipment **cannot** be brought to a GLWA facility. Taping and photographs are strictly prohibited.

14. No food can be brought into the facility. Water Works Park and Water Resource Recovery Facility are both 24-hour operations and cannot accommodate lunches or breaks during or after the tour.

15. Once the tour has started, participants must stay in close proximity to the GLWA tour guide at all times. **In case of an emergency during the tour, the tour guide should be notified immediately.**

16. Groups with additional questions should contact Public Affairs: debbie.frazier@glwater.org or call 313-964-9477, Monday through Friday, 9 am to 5 pm.

17. Facility addresses:

Water Works Park Treatment Plant
10100 East Jefferson
Detroit, MI 48214

Water Resource Recovery Facility
9300 West Jefferson
Detroit, MI 48209