



VISIT PREPARATION GUIDE

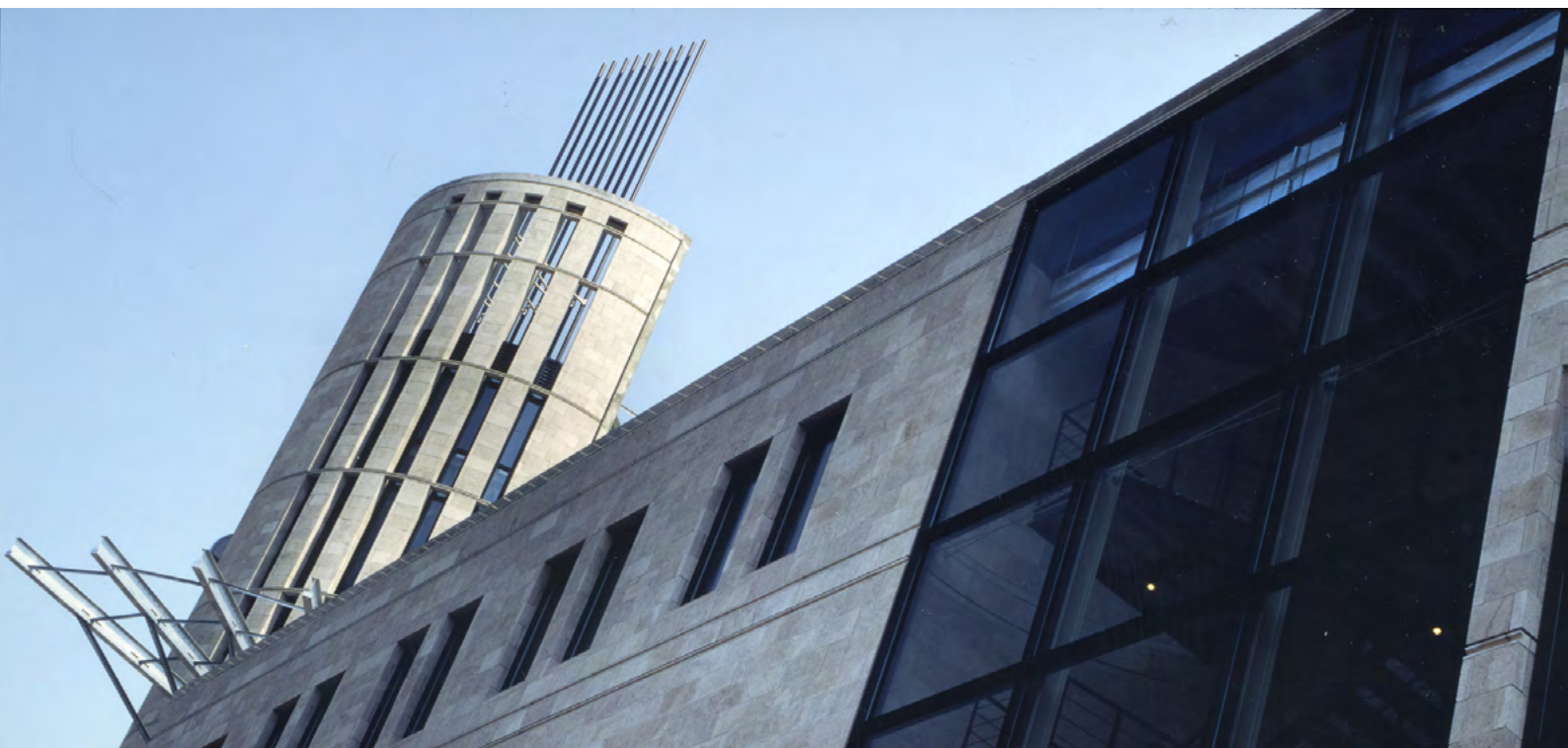
VISITING POINTE-À-CALLIÈRE, MONTRÉAL ARCHAEOLOGY AND HISTORY COMPLEX

USEFUL INFORMATION FOR GETTING TO
AND VISITING THE MUSEUM

 **POINTE-À-CALLIÈRE**
Montréal Archaeology
and History Complex

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BEFORE YOUR VISIT

Getting around

- > You can download a museum map [HERE](#). Paper maps are available at the Museum.
- > You can download an accessibility and sensory map of the Museum [HERE](#). This map indicates areas with different levels of lighting, noise, and traffic that could pose specific accessibility challenges.
- > You can also learn more about the Museum with a virtual visit. Start your exploration [HERE](#).

Buying tickets

- > You can buy tickets in advance on the Pointe-à-Callière website using [THIS LINK](#).

Dining

- > You can eat at the Bistro L'Arrivage, a restaurant at the Museum on the second floor of the Éperon Building.
Open Tuesday to Sunday, 11 a.m. to 3:30 p.m.

>>> [MENU](#)

- > You can reserve a table by sending an [EMAIL](#) or calling **514-872-0553**.
- > You can also bring your own food and eat in the Lunch Room in the basement of the Old Custom House.

GETTING TO THE MUSEUM

Pointe-à-Callière, Montréal Archaeology and History Complex is located at:

350 Place Royale, Old Montréal, Québec, H2Y 3Y5 Canada.

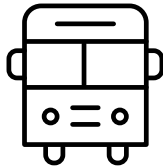
Opening hours

> View the Museum's opening hours [HERE](#).

The ticket counter closes 30 minutes before Museum closing time

Getting there

> There are many transportation options for getting to Pointe-à-Callière:



Bus

[Route 50](#),
from Berri-UQUAM
or Peel metro stops
in front of the Museum.



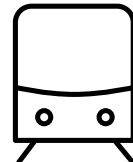
Bixi

Corner of Saint-Nicolas and Place
D'Youville or corner of De la
Commune and Saint-Sulpice.
Visit [Bixi Montréal](#) for details.



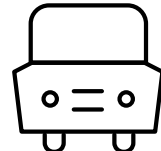
Communauto

Station at King-Edward Quay.
Visit [communauto.com](#)
for details.



Métro

[Place-d'Armes Station](#)
[Square-Victoria-OACI Station](#)
[Area map](#)



Car

[Paid parking](#)
Grand Quay of the Port of Montreal.
Handicapped spaces and electric
vehicle charging stations available.

[List of parking lots.](#)

> **Use the STM's paratransit service**

You can get on and off in front of the Museum.

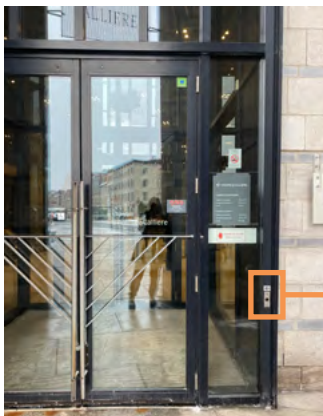
For more information visit:

[Old Port of Montréal](#) | [Société de transport de Montréal \(stm.info\)](#)

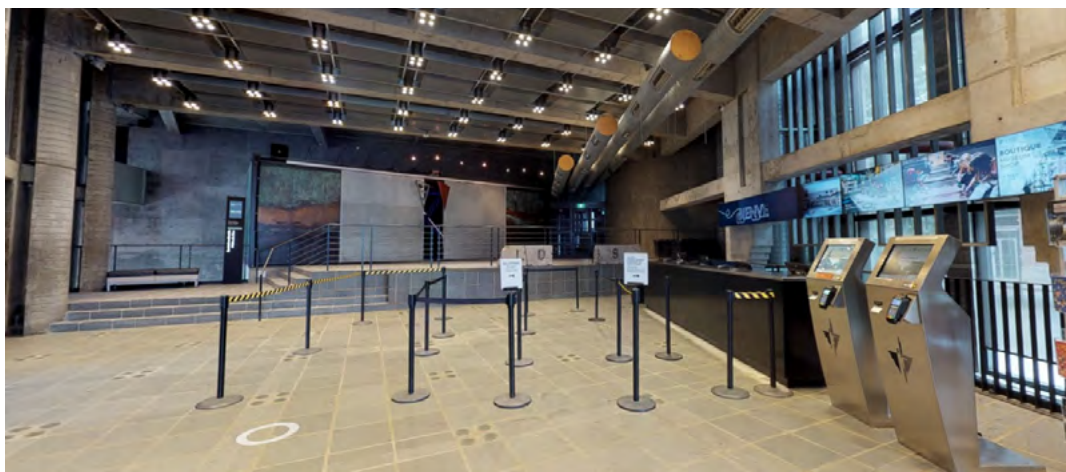
MUSEUM ENTRANCE



> Push this button to open the door automatically.



> Lobby
This area can be noisy at peak times.



MUSEUM ENTRANCE

> This is also where school groups assemble. There may be many children here.

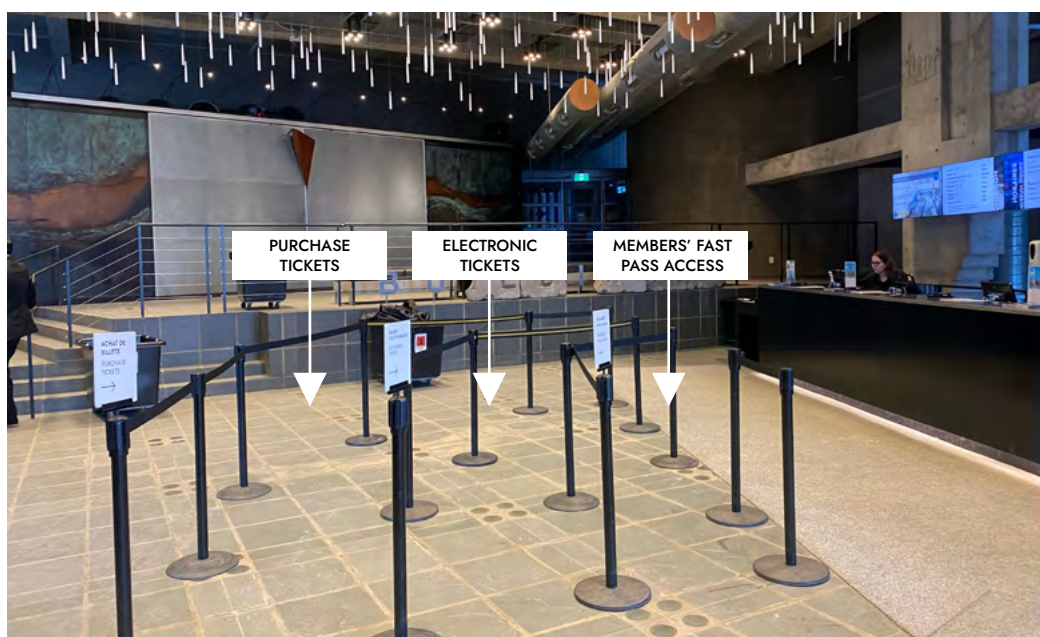


> There is a receptionist or security guard at the Museum entrance to provide assistance if needed.



TICKETS

- > You need a ticket to visit Pointe-à-Callière. You can purchase them at the ticket counter. This is also where you validate tickets purchased online or membership cards.



- > If you are a Museum member, use the line with the sign **"MEMBERS – Fast Pass Access"** to present your card and register your visit.
- > If you purchased your ticket online, use line with the sign **"ELECTRONIC TICKETS"** to present your ticket.
- > If you have not yet purchased a ticket, use line with the sign **"PURCHASE TICKETS"** to purchase a ticket.
- > Waiting time may be longer at peak periods.
- > View the various entrance fees here: [RATES](#)

Admission is free for individuals accompanying visitors with a disability (visual, hearing, motor, intellectual, or physical) upon presentation of a Companion Leisure Card (CAL) or ACCESS 2 card at the Museum reception desk.

TICKETS

> Feel free to ask for a map of the Museum at the reception desk.



- > The reception desk attendant will be happy to answer any questions you may have.
- > **WHEELCHAIRS** are available to be borrowed. Please ask a reception agent and provide a piece of ID. Return the wheelchair at the end of your visit to collect your ID.
- > Five **SENSORY BAGS** are available at the Museum reception desk. They are designed to provide autistic and non-autistic visitors and their carers with the tools they need to enjoy a pleasant, relaxing visit. They are available at the reception desk upon presentation of a piece of ID. Return the sensory bag to the reception desk after your visit to collect your ID.




WASHROOMS AND COAT CHECK

> There are **washrooms in the Museum lobby**. There are also washrooms in other locations in the Museum:


In Fort Ville-Marie (green area on map)

In Old Custom House (pink area on map)

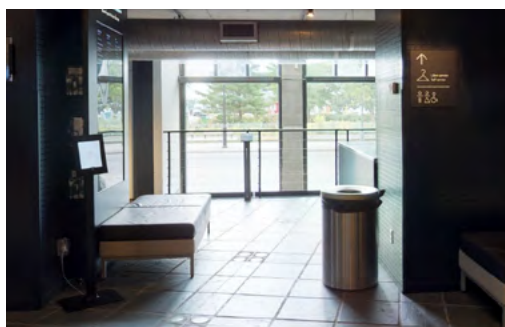
In Mariners' House (blue area on map)

> Washrooms are shown with the following symbol: 

> There is **one coat check** in the Museum lobby and another in the basement of **Mariners' House (blue area)**.

> Coat checks are shown with this symbol: 

> You may leave items at the coat check and collect them after your visit. The coat check is free of charge and self-serve. You may also lock items in a locker with a \$1 coin. You will need to bring your own \$1 coin (follow the instructions).



DURING YOUR VISIT

> You will see these symbols on maps and throughout the Museum:

BILLETTERIE



COAT CHECK



ELEVATOR



L'ARRIVAGE BISTRO



WHEELCHAIR LIFT



MUSEUM SHOP



WASHROOMS

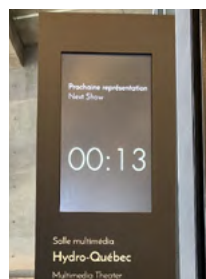
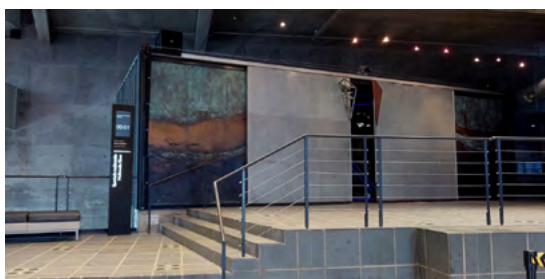


ENTRANCE/EXIT



> You can start your visit with the multimedia show, which presents key events of Montréal history.

> Enter the show from the lobby. There are shows every 30 minutes.
A screen near the entrance shows the next show time.



> The show takes place in a dark room, with multiple screens and changes in lighting. You'll need to wear headphones to hear the audio.
The volume is adjustable.

> The film contains sequences of flashing lights that may bother you if you have issues related to photosensitivity.



DURING YOUR VISIT

> **You may ask for assistance from Museum staff at any time.**

Guides and security agents in the Museum are there to assist you and provide information. Pointe-à-Callière staff are trained to accommodate people with disabilities.

> If you are lost, need something, or do not feel well, they are there to help.



DURING YOUR VISIT

- > You will see very old archeological remains in the Museum.
To avoid damaging them, please look but don't touch.



DURING YOUR VISIT

- > **There are several different self-guided tours of the Museum.**
- > Look at the map to see which suits you best.
- > Feel free to ask a Museum staff member for advice.
- > You may also simply visit the Museum without following a route.
- > Download the Museum's mobile app for:

A 3D map that will show your location in the Museum

Thematic tours to explore the Museum according to your own interests

A description of our current exhibitions

- > Use [THIS LINK](#) (App Store) or [THIS LINK](#) (Google Play) to download the app.



SELF GUIDED TOURS
Explore the Museum's
4 self-guided tours

 **FIRST TIMERS' TOUR**
You're a new visitor and you want the full experience?
This is the tour for you.
A B C D E F

 **WHAT'S NEW TOUR**
This isn't your first time at the Museum.
This is the tour for you if you want to experience the latest
the Museum has to offer.
A B C F

 **ARCHAEOLOGICAL TOUR**
Archaeology is your thing?
Here's a tour that will take you to the heart of the remains
of the birthplace of Montréal.
A C D F

 **FAMILY TOUR**
You're visiting the Museum as a family and you want to
combine learning with fun for all ages?
This is the tour for you.
A D E F



MUSEUM BISTRO

> Take the elevator to the 2nd floor to dine at the Bistro L'Arrivage



> The Bistro entrance is here.





VISIT PREPARATION GUIDE

ENJOY YOUR VISIT!

> Image credits

- Photos of Museum exterior: pacmusee.qc.ca
- Photo of reception building: Fylr PAC Institutionnel
- Photo of Museum entrance: Fylr PAC Institutionnel
- Photo of access ramp: Noémie Papin
- Photo of automatic opening button for main entrance: Noémie Papin
- Photo of Museum lobby: Virtual tour
- Photo of ticket counter: Virtual tour
- Photo of ticket counter lines: Virtual tour
- Museum map: pacmusee.qc.ca
- Ticket counter staff: Noémie Papin
- Photo of washroom entrance and coat check: Virtual tour
- Photo of coat check interior: Noémie Papin
- Photo of a locker and locking procedure: Noémie
- Photo of multimedia hall entrance: Virtual tour
- Photo of multimedia show times: Noémie Papin
- Photo of multimedia show: pacmusee.qc.ca
- Photo of guide: Fylr PAC Institutionnel
- Photo of remains: Fylr PAC Institutionnel
- Photo of the "Do not touch" pictogram: Romeo Celli

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