**What to expect during your visit**

We are delighted to be welcoming visitors back after our COVID-19 closure. To ensure that your visit is as safe as possible, we have introduced some new guidelines and we wanted to share this summary so you know what to expect when you visit the Museum.

**Before your visit**

All visits must now be pre-booked online or by calling the Museum; this is so that we can ensure we maintain a safe number of visitors in the gallery space. Pre-booked slots allow for 45 minutes in the Museum; if you would like more time in the Museum, please book two adjacent slots which will extend your visit time to 1 hour and 45 minutes.

We are allowing one group to access the Museum per time slot; this means that you will only share the Museum space with the people you plan to visit with. We are restricting each group to one household or one isolation bubble.

As per government guidance, face coverings are mandatory in the Museum from 8th August so please ensure everyone in your group over the age of 11 has one for your visit.

If you require step-free access to the Museum (there are 6 steps from street level into the building, and two flights of stairs from the foyer to the Museum) please let us know in advance so that we can arrange lift access for you.

**When you arrive at the building**

The front door of the building is kept locked unless visitors are entering or leaving the building; if you are early for your visit, please wait on the pavement at a safe distance from the door.

At your allotted visit time, one of our friendly team members will greet you at the door and will check your name off the booking list; as mentioned above we cannot admit visitors who have not pre-booked, so please be sure you have done this in advance.

Once inside, you will be escorted up the stairs by the team member who met you at the door.

**Inside the Museum**

As you enter the Museum, please use the hand sanitiser unit on the wall to disinfect your hands.

We have removed some of the interactive activities in our Museum space to ensure that we minimise any risk of spreading COVID-19. Our videos on Richmond Architecture and our oral histories on Richmond at War remain available and these units will be disinfected between each visit to ensure they can be used safely.

We have placed tape on the floor to help you keep a safe distance from our team members and our objects that cannot be disinfected; please take extra care not to cross any tape on the floor.

Please be aware that our shop remains closed.

**After your visit**

Each visit to the Museum is limited to 45 minutes; this is so that our team members have time to thoroughly clean the space between bookings. When 45 minutes has passed, a team member will notify you and take you back down the stairs to open the door for you.

If you would like to leave early, please talk to the team member at the desk who will arrange for someone to take you back to the door on the ground floor.

We really appreciate feedback on how you found your visit, both generally and in terms of our COVID-19 adaptations, so we will email an online feedback survey to the person who completed the booking. Any information you can share about your experience will help us to improve for future visits.

**Any questions?**

If you have any questions about your visit, please do not hesitate to contact us. You can reach us on 020 8332 1141 or by email at [info@museumofrichmond.com](mailto:info@museumofrichmond.com).

**We hope you enjoy your visit!**