



MUSEUM *of*  
RICHMOND



## **Covid-19: What to expect during your visit**

We are delighted to announce that the Museum of Richmond will re-open from **18<sup>th</sup> May 2021**. Whilst we are excited to welcome you, there are measures in place to ensure your visit is as safe as possible. So you know what to expect, please read through the below summary.

We will review and adapt these procedures in response to government guidelines.

### **Before your visit**

Your safety, and that of our staff, is our highest priority.

**All visits must be pre-booked.** Timeslots are limited to one group of up to six persons; this is so we can maintain a safe number of visitors to allow for social distancing, and means you will have the whole Museum to yourselves.

You can [book your visit online](#) or by calling the Museum on 020 8332 1141. Timeslots are available Tuesday – Friday, 11am – 5pm; and on Saturdays, 11am – 4pm.

Each timeslot is 45 minutes long, so that our Museum Team has time to thoroughly clean and disinfect the Museum between bookings. If you would like more time for your visit, please book two adjacent slots which will extend your visit time to 1 hour and 45 minutes.

As per government guidance, face coverings are mandatory. Please ensure everyone in your group over the age of 11 has one for your visit. The Museum Team will also be wearing face coverings. Please let us know if anyone in your group is exempt from wearing a face covering when you book.

Please be aware that **the only public toilet for the building is available Monday-Friday during Museum opening hours; and until 3.30pm on Saturdays.** As the Old Town Hall is owned and maintained by Richmond Council, not the Museum, this is an issue outside of our control. **The toilet is accessed from outside the building** so it may be easiest to access this at the start or end of your visit.

The Museum is easy to get to by bus, train, bike, foot or car. For more advice on how to get to the Museum please [visit our website](#).



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Need to cancel your visit? Simply call the Museum on 020 8332 1141 and we can cancel your booking. Doing this will free up a slot for others to enjoy.

### **When you arrive at the Old Town Hall**

The Museum shares the Old Town Hall with the Reference Library and Local Studies Archive. All three organisations are currently operating timed bookings.

The front door of the Old Town Hall may be open, but **please wait outside on the pavement at a safe distance from the door until your allotted timeslot.**

At the allotted time, one of our friendly Museum Team will greet you at the door and check your name off our booking list. We cannot admit visitors who have not pre-booked, so please be sure you have done this in advance. You will be asked to put on your face covering (if applicable) and be guided to the Museum using the stairs.

### **Inside the Museum**

To meet the current requirements of the NHS Test and Trace system the Museum is required to ask all members of your group (not just the person who booked the visit) for their name and contact details. You can do this via the NHS Test and Trace app by scanning the QR code on display in the Museum's entrance. If you prefer not to use the app, we have paper forms for you to complete on arrival.

For more information about how we will use and store your contact information, please see p.4.

As you enter the Museum, please use the hand sanitiser unit to disinfect your hands. There are sanitiser stations throughout the Museum for you to use during your visit.

Some of the handling objects and interactive activities have been removed to ensure that we minimise any risk of spreading COVID-19. Our videos on Richmond's Architecture and our oral histories on Richmond at War remain available and will be disinfected between each visit to ensure they are safe to use.



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We have placed tape on the floor to help you keep a safe distance from our team members and museum objects that cannot be disinfected as it would irreversibly damage them. Please do not cross any tape on the floor.

Our shop will be open but we ask that you do not touch any items unless you intend to buy them. We would encourage you to pay by card where possible.

At the end of your timeslot, or if you are ready to leave before then, one of the Museum Team will guide you back out of the Old Town Hall and check you out.

### **After your visit**

We really appreciate feedback on how you found your visit, both generally and in terms of our COVID-19 adaptations. 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 during Museum opening hours or you can email [info@museumofrichmond.com](mailto:info@museumofrichmond.com).

**We hope you enjoy your visit!**



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### **NHS Test and Trace Privacy Statement**

To support NHS Test and Trace, we have been mandated by law to collect and keep a limited record of staff, visitors and other persons who come onto our premises for the purpose of contact tracing. By maintaining records of staff, visitors and other persons, and sharing these with NHS Test and Trace where requested, we can help to identify people who may have been exposed to COVID-19.

This information will be stored in accordance with NHS Test and Trace regulations and data protection legislation (GDPR) for a period of 21 days. The Museum will not use this data for any purposes other than to share with NHS Test and Trace if requested during that 21-day period, in order to assist with contact tracing. We will only share information with NHS Test and Trace if it is specifically requested by them. This will be necessary only in a situation where, for example, a person who later tested positive for COVID-19 had recently visited the Museum.

For more information about NHS Test and Trace, please [visit the government website](#).

All contact details supplied to the Museum for the purpose of contact tracing will be destroyed 21 days after your visit, and stored in line with government guidelines and the Museum's [Privacy and Information Security Policies](#).

If you have any concerns about how this data will be used, or do not wish to share your contact details with NHS Test and Trace, please email [info@museumofrichmond.com](mailto:info@museumofrichmond.com) in the first instance.