

Covid-19: Visiting the Museum
(last updated: 10th December 2021)

We are delighted to announce that the Museum of Richmond will be open again for **drop-in visitors** from Tuesday 20th July onwards. **There is no need to book in advance – simply turn up on the day.**

Whilst we are excited to welcome you, there are still some measures in place to ensure your visit is as safe as possible. We will review and adapt these procedures in response to government guidelines and national Covid-19 case numbers.

Face Coverings

All visitors must wear a face covering unless they are exempt. This is a legal requirement and entry to the Museum will not be permitted otherwise. The Museum Team will also be wearing face coverings.

There is hand sanitiser available throughout the Museum, for visitors to use throughout their visit. Please note that the Museum is situated within an enclosed space with limited ventilation.

NHS Test and Trace

We will continue to ask all visitors if they wish to supply their name and contact details in order to support the NHS Test and Trace system, as advised by the government. You can supply this information 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.2.

Group Visits

For larger group visits (6 or more persons), we would be grateful if you could let us know in advance.

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

Museum Opening Hours:

Tuesday to Friday: 11am to 5pm

Saturday: 11am to 4pm

We hope you enjoy your visit!

NHS Test and Trace Privacy Statement

To support NHS Test and Trace, we have been strongly encouraged by the government 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 in the first instance.