



## Coronavirus (COVID-19) and reopening update and FAQs

### Reopen on Wednesday 19<sup>th</sup> May 2021

All visits must now be booked online and in advance. This is to help us manage the number of people in the Museum, limit queueing and reduce contact.

When you visit, you will notice we've made a few changes. These help us put your safety, as well as the safety of our staff, first.

Below, you will find the latest information about what we are doing at the Gallery to ensure we can reopen safely.

In these FAQs you will find information about:

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# Reopening

## ***Will the whole Museum be open when you reopen on 19 May 2021?***

Most of our rooms that would normally be open will be open in a one-way system that starts from the main front door of the house. The attic room known as Jeffrey's Chamber will not be open. You can see all rooms on the virtual tour on our website.

## ***What are your opening hours?***

We are open 3 days a week with shorter opening hours to begin with.

Wednesday, Thursday and Saturday 11am–3pm.

# Tickets

## ***How do I book a ticket online?***

For your safety and the safety of our staff, everyone must book online and in advance:

- 1) Send us an email with your chosen day, Wednesday, Thursday or Saturday & your preferred hour time slot of 11am, 12pm, 1pm or 2pm.
- 2) Once we have confirmed your date and time we will request your details and your card payment will be taken over the phone. *Please note: No card details are stored. We will however keep your contact details for 21 days in line with government track and trace guidelines.*
- 3) We will confirm your payment and booking by email.

- The Gardens are free for visitors to explore all year round.

Each person in the group must have been pre-booked.



To avoid disappointment, please try to arrive on time. Latecomers will only be admitted if there is capacity to do so, and if it is safe for other visitors and our staff.

We may not be able to allow your visit to commence if there is not enough time between bookings.

Please follow government advice on social distancing at all times.

### ***Can I book a ticket while at the Museum?***

For now, everyone must book online and in advance of their visit.

### ***If I can't come to my allocated slot, can I exchange it for another time?***

Yes, please give as much notice as possible and contact us to rearrange your time slot by emailing [office@epwortholdrectory.org.uk](mailto:office@epwortholdrectory.org.uk)

Paid tickets, as per our terms and conditions, are non-transferrable unless in the event of closure by The Old Rectory.

We have made changes to the Museum and how you visit the Museum that put your safety, and the safety of our staff, first. One of these is asking everyone to book a timed ticket, in advance so that we can limit the number of people in the Museum and allow for cleaning.

## **Coronavirus precautions**

### ***Will you be doing tours ?***

Your entry into the Museum includes a guided tour. Although we have made some changes to how the tour takes place you are assured an informative visit of the the Old Rectory.

### ***When I visit, will I need to register with the track and test app from the NHS?***

No, not at the moment but we will keep your contact details for 21 days. We will be following the latest government guidance at all times.



***Will you check my temperature as I enter the Museum?***

We will not check your temperature upon entering the Museum, although if you suspect that you may have a temperature we ask that you delay your visit until it is safe to do so. If this happens during your visit, we ask you to alert a member of staff.

***Do I need to wear a face mask?***

We are asking you to wear a face covering during your visit. This is in line with government guidelines for busy public spaces.

***Will the Museum staff be wearing protective equipment?***

We have introduced PPE for our staff.

***How will I be able to social distance in the Museum?***

The new systems we have introduced help to ensure that you can maintain social distancing throughout your visit: the one-way system through the Museum and pre-booked, timed tickets to manage the number of people in the Museum or in the queue for the Museum. There are signs throughout the Museum to remind you about these new measures.

***Will I be able to wash my hands?***

Yes, you will be encouraged to wash your hands before entering the Museum. Disinfection gel and wipes will be available in the Entrance Hall for you to use.

***Are there benches in the Museum for visitors? Is it safe to use these?***

No we are unable to provide seating within the Museum at this time.

**Risk assessment**

We have made a few changes to the Museum to comply with the government's guidance on managing the risk of COVID-19. We have carried out risk assessments for our employees and visitors, which we will review if any changes are made to the advice.



## **Self assessment**

We have complied with the government's guidance on managing the risk of COVID-19.

# Cloakrooms and Toilets

### ***Will I be able to store my items at the Museum?***

As part of our safety & security arrangements, you will not be able to use the facilities to store your belongings unless you have made a specific request with your booking in support of an access requirement.

You are allowed to bring your buggy, handbag or small shopping bag in the Museum. We advise you to travel light.

### ***Are the toilets open?***

Toilet facilities will be available at the entrance and exit for you to use at the beginning and end of your visit.

The toilets will be operated by a one-in-one-out system.

# Access arrangements

### ***What is available for people who are still unable to travel to the Museum?***

We will make every effort to ensure access to the Museum, but we recognise that some of our visitors may not be able to visit during the new opening times. In due course we may be able to extend our opening hours or offer other opportunities to visit.

We also offer extensive digital content and an online virtual tour if you are unable to visit but still want to engage with the Old Rectory online.

### ***Family visits and baby changing?***

Baby changing facilities will be available as normal with an enhanced cleaning programme in place.



# Refreshments

We will not be providing any refreshments at this time.

# Shop

The shop will be open and we request where possible transactions are paid for by card.

# Donate

## ***How can I donate?***

You can find details of all the different ways to donate and support us by visiting our Support page on the website - [www.epwortholdrectory.org.uk](http://www.epwortholdrectory.org.uk)

In the Museum, there will also be methods of donating.

Be the first to hear about future changes and upcoming events by following us on social media and regularly visiting the website.

Contact us: [office@epwortholdrectory.org.uk](mailto:office@epwortholdrectory.org.uk)

Telephone: 01427 872268

We would be grateful if people only call this number if it is absolutely essential as we have very limited resource to answer calls and need to prioritise those who don't have another booking option. You will be able to leave a message on our answer machine and a staff member will return your call.