

**1. Why are you not opening the Walled Garden and other outside spaces earlier?**

Our infrastructure for visitors, volunteers and staff is heavily dependent on the main museum building. The changes we are making to safely welcome visitors back mean that access to the main museum will be essential. We know this will be as disappointing for our visitors as it is for us, but Norton Priory Museum Trust is committed to providing a safe visitor experience for everyone.

**2. Why do we need to pre-book our tickets in advance?**

In order to manage onsite visitor numbers, limit queues and ultimately keep everyone who visits safe, it is necessary for all our visitors to book online. If you are unable to do so, please email us or call us and we will be able to help you. Please only book if you are sure you will be able to visit on the day. The number of tickets is limited in accordance with national guidance for the museum sector.

**3. I am a member; will I be able to just turn up?**

Members will still have to book tickets online in advance. Please bring your membership card or confirmation of your membership (e.g. an email) with you.

**4. What will your opening times be?**

Our opening times will be shorter. We will be open between 11am and 5pm for 4 days a week. The last entry will be at 3:30. The days we will be open are: Mondays, Tuesdays, Saturdays and Sundays. Norton Priory Museum and Gardens will be closed on Wednesdays, Thursdays and Fridays. We will review days when we are open over the coming weeks.

**5. Will the toilets be open?**

The toilets will be available for museum visitors only. There will be antibacterial soap available. There will be a reduced amount of cubicles. The accessible toilet and baby changing room will be open.

**6. Will the café be open?**

The café is looking at operating a takeaway only service with a reduced menu for museum visitors only. There will be limited numbers of people allowed in the café at one time. We have picnic tables and lots of space available on the grass. Use of the picnic benches is at your own risk so please do bring your own antibacterial wipes and gel as we are unable to clean the benches.

**7. Will the shop be open?**

Our museum gift shop will be open for museum visitors only but will be rearranged to allow safe, socially distanced shopping. We would prefer contactless or card payments to reduce the spread of COVID-19.

**8. Will I still be able to use my discount card?**

Regrettably due to staff and system capacity we are unable to accept discount cards. If any of these cards have a time limit, we will honour this as soon as we can.

**9. Will the touchscreen interactives be turned on?**

The touchscreens in our galleries will be turned on. We recommend only using them if you have a stylus available to use. We are aiming to providing each group with a stylus for this sort of use at the beginning of their visit to be returned for cleaning when they leave. Please do feel free to use your own stylus.

**10. Which parts of the museum will be open?**

The whole of the museum will be open. A limited amount of people will be allowed on site at any one time. There will be a strict one-way system in place in certain areas and we ask all visitors to stick to social distancing requirements for the benefits of everyone.

**FAQs continue on the next page >**

**11. Will the Walled Garden be open?**

The Walled Garden will be open weather permitting. We can't therefore guarantee it will be open when you visit us. The main entrance will be via the tree of life/rabbit gate and the accessible entrance will be the black double gates which is located in the wall just beyond the cottage.

**12. I'm not visiting the museum, will I be able to use the shop, café or toilets?**

Due to visitor number limits, only museum visitors will be able to use the shop, café and toilets.

**13. What measures have you put in place to reduce the spread of COVID-19?**

We will have hand gel available at touch points, one-way systems in place and our layout will support social distancing. We will be increasing our cleaning schedule to more regular intervals in the day. Our staff will have access to personal protection equipment (PPE) such as mask and gloves and we have installed Perspex screens at our reception. The museum gift shop has been reconfigured to support social distancing. The Walled Garden Cottage (including the gift shop and the book room) will remain closed as part of changes we have implemented to minimise risk. We request that those purchasing in the shop and the café use a debit or credit card. We have made our COVID-19 risk assessment available for you to read online.