**We want to make everyone’s visit safe and enjoyable.  Please help us and other visitors by maintaining social distancing, following signage, and observing directions from Museum staff.**

To help you make the most of your visit, we’ve compiled a list of frequently asked questions:

**Your safety & ours**

### **is it safe to visit? What safety measures are in place?**

We have adopted a range of protective measures to provide a safe environment for visitors and Museum staff alike. Key measures include hand-sanitiser stations being widely available across site and we’ve introduced PPE and Perspex screening in Reception and the Coffee Shop.  In parts of the Museum building there are one-way routes so that visitor flow can be managed safely.

Our aim has been to keep as much of the site as accessible as possible to visitors.  This does mean that we will have one-way routes through buildings and we ask that visitors follow guidelines on signage and observe social distancing when navigating their way around the Museum site. Please be aware that some areas will be open to one household at a time, and that there may be a queuing system in place.

Visitors are reminded that they should maintain a distance of 2 metres from other households.

Due to the implementation of additional safety measures, there may be an additional wait to get into some areas. We appreciate your patience and understanding during this time.

### **Do I need to wear a face covering when I visit?**

As of Saturday 8 Aug, new Government rules mean that visitors will need to wear a face covering in all indoor areas of the Museum, including the Reception and toilets. Children under the age of 11, and other visitors with an exemption, are not required to wear a face covering.

For further guidance, and information on exemptions, please visit the Government website [here](https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own)(external link).

### **What happens if I, or someone I'm about to visit with, show symptoms of Covid-19?**

If you have been specifically asked to self-isolate or someone you’re visiting with shows symptoms of Covid-19, please do not attempt to visit.   If you develop symptoms during your visit, we ask that you end your visit immediately and observe social distancing.

### **What does the admission price include?**

Your admission ticket includes entry to all areas within the Museum site, inside and outside. If you have purchased a Gruffalo Trail Only Ticket you will not have access to the Museum

Car parking on our site is free and you are welcome to use it to explore the surrounding area but make sure you return to your car by closing time as the car park is locked half an hour after closing.

### **How long is a visit? Do I need to leave at a set time?**

No, once you have paid entry you’re free to spend as long as you like visiting the Museum site until closing. The Museum currently closes to visitors at 3pm each day.

The Museum site covers 5 acres, so we recommend that you allow at least a couple of hours to explore fully.

### **Where can I eat and drink?**

Our Coffee Shop is open for light snacks, refreshments and cake. You can also pre-book lunches and afternoon teas. We currently have limited seating available inside to comply with social distancing guidelines. Seating is also available on our balcony overlooking the Millpond and on picnic benches around the Millpond.

Visitors are also welcome to bring their own picnic to enjoy in the designated outdoor areas of the Museum.

### **What accessibility measures do you have in place?**

DHC is for everyone and we want to be as accessible and inclusive as possible in everything we do. We have ensured that maximum access and inclusion has been considered at every stage of our plan for reopening to create a safe and enjoyable experience for everyone who visits.

For further detail and FAQs on access, please visit our accessibility page.

### **Are dogs allowed in the Museum?**

Only guide dogs and assistance dogs are allowed into the Museum. Dogs are welcome in the Coffee Shop and balcony, gift shop and picnic areas in the carpark.

### **Can I smoke at the Museum? Do you have any designated smoking areas?**

No, the Museum is a no-smoking site.

If you wish to have a cigarette during your visit, you can do so in the car park.

### **How can I make a donation to the Museum?**

If you're considering making a donation, please visit our donate page to explore the ways you can support us. Thank you.

### **How can I donate an object the Museum's collection?**

We welcome donations relating to the Forest of Dean that adhere to our collections policy. You can find out more about this on our Collections page. If you do get in touch with us about making a donation, please be aware that due to the ongoing situation with COVID-19, there will be delays in our response. Thank you for your understanding.

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For any further queries please contact info@deanheritagecentre.com.