

Visiting Salford Museum & Art Gallery from the 27th October 2020

FAQs

Following government guidelines **face coverings must be worn** when visiting the museum, the Local History Library, shop and for collections of takeaway items from the café (unless exempt).

When will the museum be open?

For the foreseeable we will be open Tuesday to Sunday, 11.30am to 4.00pm.
The café will be open from 9.30 – 4pm (Tuesday – Friday) and from 11.30am – 4.00pm (Saturday – Sunday.)

How do I book to visit Salford Museum and Art Gallery?

Please book your free slot via Eventbrite where you will choose a start time for your visit. We will be allowing no more than 10 people on the Victorian Street at any time due to social distancing, so you will be asked to start your visit there before going upstairs to the galleries where you can spend as long as you like. We ask that you do not make a booking for more than one household in your party.

Children under 8 years old must be accompanied by someone who is 16 or over and who is responsible for them during their visit. We ask that for every 5 children visiting there is at least 1 responsible adult with them.

Slots will be released in two week blocks so there should be plenty of availability. If you cannot attend, please let us know.

[**BOOK A VISIT TO SALFORD MUSEUM AND ART GALLERY HERE >**](#)

How will my visit to Salford Museum and Art Gallery be different?

We are asking all visitors to book a start time for their visit in advance so that we can control numbers. You will need to follow our one-way route to visit and exit. Following government guidelines face coverings must be worn when visiting the museum, the Local History Library, shop, and for collections of takeaway items from the café (unless exempt).

Will there be dressing up and activities in Lark Hill Place and on the galleries?

At present we have had to remove our dressing up, hands on activities and quizzes however there will still be plenty for you to spot as a family. We will be constantly reviewing what we can offer and will have lots going on in October half term – please see our website and social media feeds for details.

How do I book for the Local History Library?

We are advising our visitors to please book a research slot through Eventbrite, mentioning on the booking what resources they will require during their visit. The librarian may contact you before your visit to confirm this.

How will my visit to the Local History Library be different?

Due to the current restrictions we have had to change some of our procedures in the library:

- Visitors will be required to socially distance from one another and the library has been arranged to maintain this.
- Access to photographs, paper maps and our information indexes will currently not be possible.
- Visitors can still access books, digital maps, computers, directories, electoral registers, and microfilm records – including newspapers and parish registers.
- All items handled will require 72 hours quarantine before being available to other visitors. Therefore, some items may not be available if previously used.
- Following government guidelines face coverings must be worn when visiting the museum, the Local History Library, shop and for collections of takeaway items from the café (unless exempt).

The Cafe

The cafe is open in the hours posted above from the 27th October. As well as takeaway we also have a reduced number of tables should you wish to sit in. The menu will be more limited than usual, but we do hope you will still stop by and support us by buying a coffee and a cake - we have missed you! A queueing system will be in place for you to order and a collection point will be set up for takeaway. We are encouraging contactless payments wherever possible.

Tables or takeaway orders can be pre-booked by calling 0161 778 0806. For anyone sitting in, we would appreciate if you would leave contact details for NHS Track and Trace. All information is stored securely and in compliance with GDPR and we dispose of all details after 21 days.

We have put in place rigorous cleaning procedures within the café in line with current government guidance.

The Shop

The shop is open for you to pick up a gift or a souvenir and there will be a new layout in the shop so you can browse safely. We are asking visitors not to handle goods until they take them to the till. Our front of house team will be cleaning shop stock and display units regularly. As with the café, cashless payment is preferred.

Car Park

The car park is open as usual and can be paid for by coins. If you wish to pay by phone, app or online there will be details in the car park and a small administration fee will apply. Please note we will not be carrying cash in our tills so cannot give change.

£2.50 for three hours, £5 for 3 – 6 hours, and £9 for 6 – 24 hours

Peel Park

The Park Keeper and volunteers have been busy keeping the park beautiful and we really recommend you extend your visit by calling in for a stroll there. Why not get a takeaway drink from the cafe and take it to the park with you or bring a picnic for the group?

Toilets

We will have public toilets open for use, although we will be reducing the number to help with social distancing. The accessible toilet and baby change will be open.

Social distancing

We have set up a one-way system through the building, as well as separate areas to queue for the cafe, so please do help us by following these routes. There will also be floor markers

and signage to help everyone keep to 2 metres distance. Please note we cannot store items such as push chairs and ask that visitors bring as little as possible with them.

Sanitiser Points

There is a sanitiser point on entry and by the toilets and lift, in the cafe and in the library.

Face Coverings

Following government guidelines from the 8th August **face coverings must be worn** when visiting the museum, the Local History Library, shop and for collections of takeaway items from the café (unless exempt).

Cleaning

All public areas will be thoroughly cleaned every morning and from then on toilets will be cleaned and checked every regularly during opening hours, with timings displayed on the wall. Staff will be cleaning down touch points throughout the day and where necessary quarantining items.

Track and Trace

We ask all visitors to the venue to scan in using the NHS app QR code at reception. We will also hold details of visits and appointments via Eventbrite and these will be deleted once the allotted time for track and trace details has expired.

Staff training

We have a lot of new procedures and policies in place and have run staff induction sessions before we opened as well as regular updates via team briefings. We want to make sure both our visitors and our staff teams are safe when in our building.

School visits

School bookings are available from November. [Make an enquiry](#). If you are a teacher, we would love to hear your thoughts and ideas to help us to plan by completing a short survey and get 10% off a school workshop or visit.

Group Tours

We are not currently taking bookings for group tours but please keep an eye on our social media and website for updates.

Events and Activities

At present we are not running our usual events and activities programme but are developing online and onsite activities that we can offer safely. Please see our website for details.

Enquiries

During our closure, the Local History Librarian and Collections Manager have been furloughed and have returned on part time furlough from August. They will be going through all enquiries received in order but please be aware there will be a delay in responding to you.