

## Salford Museum & Art Gallery FAQs

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

Please [book your free slot via Eventbrite](#). This will give you a start time for your visit and allow for up to 30 minutes in Lark Hill Place at the beginning where numbers are more limited.

We will be allowing no more than 20 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. **In order to ensure the safety of our staff and visitors and to guarantee entry into Lark Hill Place, you must arrive at your allocated start time.**

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 can't attend, please let us know.

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

Our temporary opening hours will be Tuesday – Sunday 11.30am – 4pm for the museum and art gallery including the shop and café.

The Local History Library will be open for booked appointments on Thursday and Fridays from 11.30am – 4pm.

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

We are asking all visitors to [book a slot in advance](#) so that we can control numbers. You will need to follow our one-way route to visit and exit. Some of our interactives have been taken off display but there is still plenty for families to enjoy. Please keep an eye on our social media for further information about what's on.

### **How do I book for the Local History Library?**

Visitors to the library must 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.

### **Payments**

Please note that we are operating a cashless system at our tills for the shop and café.

### **The Café**

The cafe is open during museum opening times. As well as takeaway we also have a reduced number of tables should you wish to sit in. 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 cashless only. Tables or takeaway orders can be pre-booked by calling 0161 778 0806.

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 only.

### **Car Park**

The car park is open as usual and can be paid for by cash, contactless, app, phone or website. If you wish pay by phone or online there will be details in the car park and a small administration fee will apply. There are three accessible bays for blue badge holders. 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 galleries, in the cafe and in the library.

**Masks**

Masks must be worn when visiting the building.

**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 visitors to use the NHS test and trace app on entry. This applies to both museum visitors and those using the cafe/shop only.

**Staff training**

Following our recent closure, we will be running staff induction sessions before we open. We want to make sure both our visitors and our staff teams are safe when in our building.

**School visits**

If you would like to book a school visit or would like more information about our learning programme, please email our learning team on [learningbookings@scll.co.uk](mailto:learningbookings@scll.co.uk).

**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**

Our programme of events and activities will be building up over the year so please keep an eye on social media and the website for updates.

**Enquiries**

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

**How can I support Salford Museum and Art Gallery?**

There's lots of ways you can support us and our work in the Museum and Art Gallery. We rely on donations to ensure we can continue to provide free access to our museum and to display more from our collections, restore treasures from our and enjoy exhibitions, events and learning activities for everyone. You can donate when you book your ticket. Cash and contactless donations are also accepted in the Museum, and you can also donate through our tills, at the reception and cafe.