

## **COURT BARN**

### **FREQUENTLY ASKED QUESTIONS**

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

For your safety and the safety of our staff, we suggest you book a ticket in advance. To book for a ticket during May, please click [here](#). If you do not have access to a computer then please call 01386 841951 and we will be happy to help you.

You do not have to book to visit the free entry shop.

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

You will either need to scan the QR code, or we will take a name and email address, or telephone number of everyone visiting the museum. This information will be kept securely for 21 days and then destroyed in line with data protection.

If you'd like to use the NHS COVID-19 app to scan in when you arrive, you'll find the QR code on display at the museum reception.

This does not apply to visiting the shop.

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

We will not check your temperature upon entering the Museum, although if you suspect 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, please alert a member of staff.

#### **4. Do I need to wear a face mask?**

Yes, you must wear a face covering in the Museum and in the shop. This is in line with government guidance.

#### **5. Will the Museum staff be wearing protective equipment?**

All staff have PPE equipment. Perspex screens have been installed at points where there is face to face interaction between staff and visitors.

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

The 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 measures.

#### **7. Will I be able to wash my hands?**

Sanitisation gel is available.

#### **8. 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 a risk assessment for our employees and visitors, which we will review if any changes are made to the advice.

## **9. COVID-19 Industry standard**

In partnership with the National Tourist Organisations of Great Britain and Northern Ireland, this standard confirms that the Museum has met government and industry COVID-19 guidelines.

See the certificate.

## **10. Are the toilets open?**

Yes, our toilets are open.

## **11. How can I donate?**

Like many places during this time we have lost revenue. As an independent Museum we rely on admission charges and income from our shop, as well as our Friends group. If you would like to help secure the future of the museum, please support us - Make a donation

**Updated 10 April 2021**