

Reopening FAQs

1. When will your sites reopen?
2. How are you dealing with small spaces?
3. Will you have a one way system?
4. Will you be offering pre-booked tickets? If so, which system?
5. Will your front of house staff be wearing PPE?
6. What are you using to help enforce the need for 2m distancing? e.g. advance information on our website, floor markings, Additional signage will also highlight the social distancing requirements. Visitor Experience teams will be key in assisting visitors with social distancing
7. How will you deal with lavatories?
8. Will you have sneeze screens in place? If so, where?
9. Will you allow use of interactives? If so, what measures will support safe use of these?
10. How will you deal with retail? Will shops be open? What measures to support this safely?
11. How will you deal with catering? Will cafes be open? What measures to support this safely?
12. Will any audiences get prioritised access?
13. What will a visit will be like?
14. How many people will be allowed in at one time?
15. How will you manage numbers in and out of buildings?
16. Will you provide events?
17. Will you allow groups to visit or schools?
18. Will you keep to the same opening hours?
19. What protocols will be required of staff when on the premises to prepare for reopening?