

## FAQs AUGUST 2020 – River & Rowing Museum

### ***Art of the Wild: Gertrude Hermes and the Natural World* Self-led Exhibition Visits and Curator Tours**

and

### ***John Piper: A very British Artist* Curator Tours**

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### **Can I turn up on the day and buy tickets at the Museum for the exhibition and for the Curator Tours?**

**Advance booking is essential for both self-led exhibition tickets and both Curator Tours (*Art of the Wild: Gertrude Hermes and the Natural World* exhibition Visit and Curator Tour and John Piper Gallery Curator Tours).** Tickets are limited to maximise safe social distancing. There may be a very limited number of walk-up tickets available but **advance booking is recommended at all times** to avoid disappointment due to the very small group sizes. All tickets are subject to availability.

### **Who can book tickets for Exhibition Visits between Thurs 6<sup>th</sup> and Mon 10<sup>th</sup> August?**

Exhibition entry is reserved for Friends, Volunteers and Henley 100 Club on 6<sup>th</sup> and 7<sup>th</sup> August (Thurs and Fri) **but tickets are also now on sale for visits on Sat 8<sup>th</sup>, Sun 9<sup>th</sup> and Mon 10<sup>th</sup> August.** Tickets for Exhibition Visits taking place from Thurs 13<sup>th</sup> August onwards are also on public sale (bookings for all – including visitors, Annual Passholders, Friends, Henley 100 Club and Members from this date). Curator Tours start from 13<sup>th</sup> August onwards and all are welcome to book for these. [Book now!](#)

### **I'm a Museum Friend/Henley100 Club/Friend of Rowing/Volunteer, do I still need to book tickets online?**

All visitors, including Museum Friends, Friends of Rowing, Volunteers and Henley 100 Club members, must pre-book tickets for both self-led Exhibition Visits and both Curator Tours (*Gertrude Hermes* exhibition and John Piper Gallery) in accordance with the correspondence you should be receiving via email or by post. Tickets are limited to very small groups to maximise safe social distancing. All tickets are subject to availability. There may be a very limited number of walk-up tickets available but **advance booking is recommended at all times** to avoid disappointment due to the very small group sizes. All tickets are subject to availability.

Accompanying visitors to Henley 100 Club members and Friends must pre-book and pay for their tickets. No walk up entry is available for any visitors. Please also consider other visitors when booking Friends and Henley 100 Club tickets – entry is limited and we would like to offer as many people as possible the opportunity to enjoy the exhibition and the tours.

### **I'm an Annual Passholder – how do I book exhibition tickets and Curator Tours?**

Please email [museum@rrm.co.uk](mailto:museum@rrm.co.uk) for details of how to book your complimentary Self-Led Exhibition Visit. Curator Tours – for both the Gertrude Hermes exhibition and John Piper Gallery - are bookable as normal at £20 pp.

### **I'm a National Art Pass (Art Fund) holder – how do I book exhibition tickets and Curator Tours?**

Please email [museum@rrm.co.uk](mailto:museum@rrm.co.uk) for details of how to book your complimentary Self-Led Exhibition Visit. Curator Tours – for both the Gertrude Hermes exhibition and John Piper Gallery - are bookable as normal at £20 pp.

### **How far in advance can I book tickets for the exhibition *Art of the Wild: Gertrude Hermes and the Natural World*?**

We're pleased to give visitors the opportunity to see this beautiful exhibition, cut short due to lockdown. For the moment, we're booking tickets for August only. We may be able to extend the exhibition and for the Curator's Tours (for both the Gertrude Hermes and John Piper Gallery) into September and will confirm any further tickets on sale in due course. [Please sign up to our enews](#) to be among the first to find out more.

### **Once I've booked my tickets online, what do I need to bring on the day?**

Please print the ticket booking confirmation and bring this with you on the day. The confirmation includes the date of your visit and chosen time slot.

Friends, Henley 100 Club, Art Fund National Art Pass holders and Volunteers must all pre-book tickets and show their Membership cards on entry.

All visitors should also bring a face mask to wear at all times whilst at the Museum. Although hand sanitiser is available on site, visitors are also encouraged to bring their own hand sanitiser.

### **When is the best time to arrive ahead of my exhibition visit or Curator Tour?**

Please **arrive a maximum of 10 minutes** ahead of your allotted time slot.

## **What measures are you putting in place to protect the safety of visitors to the Museum?**

**Visitor safety is our top priority.** [Please refer to our visitor safety guidelines for more detailed information.](#) Please **also wear a face mask at all times** when visiting the Museum – including during the Exhibition Visits and Curator Tours – to protect the safety of fellow visitors, staff and volunteers. If you are booking for a Curator Tour, our Curator will be wearing a visor. Tickets for Exhibition Visits and Curator Tours are limited to very small groups to maximise safe social distancing. All tickets are subject to availability.

## **How long do the Curator Tours (for Gertrude Hermes exhibition and the John Piper Gallery Curator Tours) last and will I still be able to view the exhibition/gallery during that time?**

Your one-hour experience includes an exclusive Curator's tour (approx. 30 minutes), followed by the opportunity to ask questions and explore the exhibition for yourself, following our one-way route at all times.

## **Will seating be provided in the space?**

Socially spaced seating will be available during the *Art of the Wild: Gertrude Hermes at the Natural World* exhibition Curator Tours. Whilst space for seating is quite limited in the John Piper Gallery, should you require a seat for access reasons, please ask Front Desk on arrival and we will be happy to respond to your needs.

## **Will I be able to visit the Shop as part of my exhibition visit/Curator Tour?**

If you would like to visit the Shop as part of your visit, please arrive at least 30 minutes ahead of your allotted time slot to allow shopping time in advance of your exhibition visit/Curator Tour. We cannot guarantee direct entry into the Shop post-exhibition visit/Curator Tour owing to numbers and social distancing.

## **What is the Museum's cancellation policy?**

In the event that you are unwell, we will make every effort to rearrange your visit for another date. We reserve the right not to exchange the ticket if availability does not allow this.

## **Can I park at the Museum when I visit?**

Car parking is additional to the exhibition visit/Curator Tour price and can be included in the ticket purchase online. As a charity with no ongoing government funding, the Museum relies on income from visitors and supporters like you. In order to secure the Museum's long-term future the Museum has, for the first time in its 21-year history, introduced a parking charge. Visitors are asked to pay a flat rate of £4 from the Museum's re-opening on 6<sup>th</sup> August. The Museum is encouraging more visitors to travel by bicycle (bike racks are available at the rear of the Museum) and, where possible, by train (Henley Station is just a 5-minute walk away). Money raised from car parking will enable the Museum to care for the objects in its collections for the enjoyment and appreciation of generations to come as well as to continue its award-winning learning programme, bringing the importance of the wildlife of the riverbank and its influence on wellbeing to even more diverse audiences. Car parking can be paid for in the Museum Shop on arrival.

**Do Friends and Supporters need to pay for the Museum car park?**

As part of their annual subscription, from 6th August, Friends will receive three car parking vouchers, and Henley 100 Club members, Friends of Rowing and other Patron supporters will receive six car parking vouchers. They will receive these vouchers on 6th August, irrespective of their date of renewal. Friends and Henley 100 Club Members must show their Membership cards at Front Desk with reference to their car parking voucher.

For further information, please refer to the terms and conditions at the base of the main information web page [here](#).

**ENDS**