

FAQs – River & Rowing Museum – August 2020

Which days will the Museum be open?

The Museum reopened to the public on Thursday 6th August. We are thrilled to be able to welcome old friends and new visitors too. Museum opening hours are Thursday to Monday 10am to 4pm.

We're offering visitors the opportunity to see the stunning art exhibition *Art of the Wild: Gertrude Hermes and the Natural World* on display from The Ashmolean before lockdown. This will be a special 'last chance to see' opportunity. Special Curator-led tours are available. Hermes, an innovative wood engraver and printmaker, had a restless curiosity about the natural world, including the River Thames. Booking now for August. [BOOK NOW!](#) The exhibition may be extended into September – more news soon. [Sign up to our enews to find out more.](#)

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

Visitor safety is our highest priority. We promise a warm welcome and have also implemented the following measures to ensure the safety and comfort of our visitors, staff and volunteers:

- **Limiting visitor numbers in our spaces** - we'll be managing queues carefully to ensure that a reduced number of visitors is in the Café and in the Shop at any one time
- **2m social distancing** – careful attention to visitor numbers across the spaces will ensure that safe social distancing can be maintained during your visit.
- **One-way system** - into and out of the Museum, and a one way system for the exhibition.
- **Contactless or card payments only** in both the Café and Shop (exhibition tickets for *Gertrude Hermes* will only be bookable in advance on line)
- **Hand sanitiser** stations will be available across the Museum
- **Increased cleaning across the Museum** - including regularly cleaned and sanitised toilet facilities
- **Minimising large bags and personal items to maximise space** – please keep your belongings to a minimum when you visit or leave in your car at your own risk
- **Protection for all** – we'll have protective screens at all till points
- **Protection for our staff** –All front of house staff will be wearing visors, and also gloves and/or face masks as required will be wearing gloves, visors or face masks.
- **Reduced face to face contact with staff** – we're encouraging visitors to renew their Friends membership or annual passes via email rather than in person. For Friends membership, please email: friends@rrm.co.uk. For annual passes, please email: museum@rrm.co.uk

How can visitors help the Museum to maximise their own safety and that of their fellow visitors?

You can help us by:

- **Please wearing your own face mask** at all times whilst visiting the Museum - including the Shop and Gertrude Hermes exhibition - in accordance with government guidelines
- **Maintaining a social distance** by staying two metres apart from anyone outside your household
- **Following the one-way routes** as directed by staff
- **Following government guidelines** and keeping groups to a maximum of six people
- **Cleaning your hands frequently** whilst you visit and bringing your own hand sanitiser
- Delaying your visit to another day if you or anyone you've been in contact with have had **symptoms** of coronavirus in the last 14 days
- **Supporting our staff and following their guidance** during your visit

Do I need to wear a face mask if I am visiting the Museum?

In line with government guidelines, we're insisting all visitors to the Museum (including the Gertrude Hermes exhibition) to wear a protective face covering for their own protection as well as that of our own staff and volunteers. We are following government guidelines and will continue to review all our safety measures in line with our ongoing risk assessments.

What can I see at the Museum this summer?

We are working hard behind the scenes on our plans to ensure the safest possible reopening of the Museum's galleries for our staff, volunteers and visitors very soon. Whilst the special exhibition gallery (*Art of the Wild: Gertrude Hermes and the Natural World*), Café and Shop are now open, the Museum's upstairs galleries will re-open on 10 September – and more details will follow later in August.

We will be offering visitors the opportunity to see the stunning art **exhibition *Art of the Wild: Gertrude Hermes and the Natural World*** on display from The Ashmolean before lockdown. This will be a special 'last chance to see' opportunity. A limited number of Special Curator-led tours with small numbers (groups under 10 people) are also available from 13 August. For Thurs 6th and Fri 7th August, visits to the exhibition are reserved for our Friends, Henley 100 Club and other supporters. Hermes, an innovative wood engraver and printmaker, had a restless curiosity about the natural world, including the River Thames. Book now .

For the safety of all our visitors, *The Wind in the Willows* remains closed until further notice. In the meantime, family visitors in particular will enjoy choosing between two new self-led riverbank trails ***Wind in the Willows Meadow Trail*** and the ***River History Trail*** - both of are downloadable from our website rrm.co.uk. Discover more about the wildlife that calls the riverbank home with these trails starting and ending in close proximity to the Museum. They provide the perfect way to enjoy the Museum outdoors this summer. [Find out more and download the trails here.](#)

Themed creative craft activities are also be available to download from the Museum's website, featuring different themes each week. From the local environment to Henley stories, experiments to art and craft, the Museum will be suggesting how to make the most of the great outdoors.

[Sign up to our enews to find out more](#)

What is available for family visitors?

Family visitors (especially those with children under 11) will enjoy choosing between two new self-led riverbank trails *Wind in the Willows Meadow Trail* and the *River History Trail* - both of which will be downloadable from the Museum's website rrm.co.uk. These trails provide the perfect way to enjoy the Museum outdoors this summer. For the safety of all our visitors, *The Wind in the Willows* remains closed until further notice. [Find out more and download the trails here.](#)

Throughout the summer holidays, **themed craft activities** will also be available to download from the Museum's website each week. From the local environment to Henley stories, experiments to art and craft, the Museum will be suggesting how to make the most of the great outdoors.

[Sign up to our enews to find out more](#)

For the safety of all our visitors, *The Wind in the Willows* remains closed until further notice.

What is the Café offering?

The Café offers a takeaway service with outside seating of tea and freshly brewed coffee as well as a selection of delicious cakes and bakes, paninis, soups and sandwiches. We haven't forgotten the ice-creams either! Visitors can also make a day of their visit, making the most of beautiful Mill Meadows by taking away one of our picnic boxes to enjoy right by the river. Picnic boxes for children are also available.

How will you be managing social distancing near the Café – particularly in terms of queues?

The Museum team will be on hand to help and direct visitors and to manage queues as carefully as possible. The Museum would also greatly appreciate the cooperation of all visitors in respecting safe distancing from fellow visitors and staff members.

Can I pay with cash?

No cash please – cashless transactions only using cards or contactless payment in both Café and Shop.

How can I renew my annual pass or Friends membership that has expired?

To ensure reduced face to face contact with staff, we're encouraging visitors to renew their Friends membership in advance of their visit via email rather than in person. Please email: friends@rrm.co.uk

How do I renew my annual pass?

To ensure reduced face to face contact with staff, we're encouraging visitors to renew their annual pass in advance of their visit via email rather than in person. Please email: museum@rrm.co.uk

What will be available in the Shop?

The Shop is offering a selection of cards and gifts – perfect for restocking after lockdown - as well as a special focus on our local suppliers and producers. You couldn't get more local than honey from Honeys of Henley – enjoy honey direct from hives in Friday St Henley, Rotherfield and Wargrave. Indulge in luxurious high cocoa content chocolate from local chocolatier Gorvett & Stone or coffee from Horsebox Coffee. We also have a fruity summer selection from our neighbours at Chiltern Valley Winery including wild peach, damson vodka and sloe gin.

How many people are you allowing in the Shop at any one time?

There will be a maximum of 3 bubbles in the shop and foyer area at any one time. Staff will be guiding visitors. Please follow their directions.

Will I be able to browse as normal?

We're very pleased to welcome you back to the Museum Shop. We'll be following government guidelines in terms of hygiene – carefully wiping down stock as necessary.

Can I pay with cash?

No cash please in either the Shop or Cafe – cashless transactions only using cards or contactless payment in both Café and Shop.

Will the Museum's online Shop be back up and running for those unable to visit in person just yet?

Yes – the Museum's online Shop is now [OPEN!](#)

Are toilets open?

Limited toilet facilities are available for visitors' use to ensure that we can maintain social distancing and the enhanced levels of cleaning.

Are baby changing facilities available?

Yes – baby changing facilities are available for visitors' use within the accessible toilet.

I'm an Annual Pass holder/Friend of the Museum – what can I expect when the Museum reopens?

We really appreciate the support and loyalty of our Annual Pass holders and Friends. Should you wish, you can take up a 3-month extension to your current Pass or subscription. We will be happy to arrange this via email (for Friends email friends@rrm.co.uk, for Annual Pass holders email museum@rrm.co.uk). Many of our existing supporters, where they can, are opting to 'gift' these lost months of lockdown, by not seeking an extension to their current Annual Pass or Friends subscription. We're most grateful for this generosity, although we do appreciate that these are very challenging times and that this is not possible for everyone. As an independent museum we need to raise the money required to operate the Museum, care for the collections, put on exhibitions and events, offer our award-winning education programme and continue to work with many groups and individuals in the local community. With no ongoing government support, we're dependent on our income from ticket sales, our shop, the café, venue hire and fund-raising activity to make this work possible. With the building closed, this income has all but dried up. We've made a number of suggestions as to how you can support us on [our website – click here](#). We're very grateful for the [one-off donations](#) which members of the public have made to help us at this time. Others have become regular supporters by committing to a monthly gift or becoming a [becoming a Friend](#). This is hugely appreciated and will help us share all that the Museum has to offer, now and into the future.

How can I support the Museum in these challenging times?

Thank you very much for offering your support. We are a registered charity which means that our funding does not come from government but from our supporters and visitors like you. There are many ways that you can support us, should you feel able to, whilst we're closed and help us to secure the Museum's future. We've made a number of suggestions as to how you can support us on [our website – click here](#). We're very grateful for the [one-off donations](#) which members of the public have made to help us at this time. Others have become regular supporters by committing to a monthly gift or by [becoming a Friend](#). This is hugely appreciated and will help us share all that the Museum has to offer, now and into the future.

Is Museum now open for venue hire too as of 6th August?

Please contact us directly for events that are in line with our current government guidelines by emailing events@rrm.co.uk Our Events team are in contact with existing venue hire bookers directly.

Will the Museum be open for Schools bookings from September?

The Museum is phasing its reopening to welcome visitors back as safely as possible. We look forward to welcoming our Schools visitors – old and new – very soon. Please contact edbookings@rrm.co.uk if you wish to book a school visit and [sign up to our enews](#) – select ‘Schools Programme’ to get the latest updates. Our Learning team is in contact with existing schools bookers directly.

When do you expect to be running your Events programme?

The Museum is carefully phasing its reopening to welcome visitors back as safely as possible and in line with government guidelines. We hope to reintroduce our Events programme when it is safe to do so. Please [sign up to our enews for further updates](#).

Can I park in the Museum car park?

The Museum car park is for Museum, Shop and Café users only. 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 6th 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.

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

As part of their annual subscription, from 6 August 2020 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 6 August, irrespective of their date of renewal.

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