

FAQs – River & Rowing Museum – December 2020

Following the government's announcement on Sat 19 December, regrettably the Museum has to limit its offer as follows in order to protect the safety of all our visitors, staff and volunteers, their safety being our highest priority.

21 to 23 December 2020 inclusive: the Museum (in Tier 2 in Oxfordshire) will be open to existing Tier 2 ticketholders ONLY. The Chocolate Café and Shop will be CLOSED on these dates. No walk-up tickets will be available for these dates.

24 December 2020 – 1 January 2021 inclusive: WHOLE Museum (including Cafe and Shop) CLOSED to respect the safety of visitors, staff and volunteers. We will review the situation on Wednesday 30 December, the date of the next Tier review, and will reopen in line with government guidance. Please keep checking back here for further updates or [sign up to our enews](#).

Advance booking is essential.

We have introduced [Gallery Trails](#) to enhance your visit, as well as online [Riverside Trails](#), so you can extend your visit outside the Museum and enjoy our stunning riverside location.

[Sign up to our e-news to find out more.](#)

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

Visitor, staff and volunteer safety remains our highest priority. We promise a warm welcome and continue to enforce the following measures to ensure the safety and comfort of our visitors, staff and volunteers:

- **Limiting visitor numbers in our spaces** – we're managing numbers carefully to ensure that a reduced number of visitors are in the Café and in the Shop at any one time
- **2 metres social distancing** – careful attention to visitor numbers across the spaces 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 Elmer exhibition.
- **Careful spacing of visitors**, including timed entry, limited number per time slot (limited to support bubbles or groups of maximum 6 people) and clear signage inside the exhibition to encourage safe social distancing.
- **No re-entry** into the Kirkham or Discover Galleries after visit – managing a careful one-way route
- **Regular cleaning** of the touchpoints in the exhibition, e.g. sensory boxes and door handles
- **Wipable hard and soft furniture**
- **Contactless or card payments only** in both the Café and Shop (exhibition tickets for *Elmer and Friends* will only be bookable in advance [online](#))
- **Hand sanitiser** stations are 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 have protective screens at all till points

- **Protection for our staff** – all Front-of-House staff wear face coverings (as well as gloves where necessary)
- **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 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 wear a protective face covering for their own protection as well as that of our own staff and volunteers.

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

I'm an Annual Pass holder/Friend of the Museum – can I extend my pass?

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.

You can raise for the Museum while you do your Christmas shopping this year. Raising donations for the Museum while you do your online Christmas shopping couldn't be easier. Get started with [Amazon Smile](#) and [Easy Fundraising](#), simply register and choose to support the River & Rowing Museum.

Is Museum now open for venue hire too?

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.

Is the Museum be open for Schools bookings?

Workshops for EYFS & KS1

Combine your exhibition visit with a special workshop exploring the world of Elmer's elephant friends and develop skills in Communication and Language, Understanding the World, English, Maths and Science. Priority visits for schools take place on Tuesdays and Wednesdays when you will have exclusive use of the Museum!

Find out more at our **Teacher Twilight**, email edbookings@rrm.co.uk.

We have developed [guidelines and information](#) to support groups who wish to visit the Museum so you can be assured of a safe and enjoyable visit.

Priority visits for schools available on Tuesdays and Wednesdays when you will have exclusive use of the Museum!

For more information or to book email edbookings@rrm.co.uk

When do you expect to be running your Events programme?

The Museum is welcoming visitors back as safely as possible with an exciting programme of Events, in line with government guidelines. 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, Friends will have received three car parking vouchers, and Henley 100 Club members, Friends of Rowing and other Patron supporters will receive six car parking vouchers.

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