

## FAQs – River & Rowing Museum – December 2020

The Museum will reopen **Thursday 3 December to Monday 7 December 10am to 5pm**. Last entry will be at 3.40pm. The Museum will not be open on Tuesday 8 or Wednesday 9 December due to the final installation of our new *Elmer and Friends* exhibition.

The Museum will then reopen with the opening of our [Elmer and Friends exhibition](#) on **Thursday 10 December, open 7 days a week**, Monday – Sunday, 10am – 5pm. Last entry for General Admission 3.40pm, last entry for Elmer 3.30pm...

**Advance booking is essential.** General Admission tickets do not include entry to our *Elmer and Friends* exhibition. Please purchase a separate valid *Elmer and Friends* exhibition ticket.

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.

### Christmas and New Year opening times

The Museum will be closed 24, 25, 26 and 31 December 2020 as well as 1 January 2021; open 27 to 30 December and 2 to 4 January 2021 inclusive.

[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](mailto:friends@rrm.co.uk). For annual passes, please email: [museum@rrm.co.uk](mailto: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.

### What can I see at the Museum this winter?

All of the Museum’s galleries, apart from The Kirkham, our special exhibitions gallery, as well as our Chocolate Café and Shop reopen on 3 December.

We are excited to announce that our new temporary exhibition, [\*\*\*ELMER and Friends: The Colourful World of David McKee\*\*\*](#), opens at the River & Rowing Museum on **10 December 2020**. Visitors are invited to step into David McKee’s colourful world in this playful exhibition from Seven Stories, The National Centre for Children's Books and David’s publisher Andersen Press.

As well as original illustrations from the Elmer series, this celebratory and feel-good exhibition will feature original artwork from favourites including *Mr Benn*, *Not Now Bernard* and *King Rollo*, together with the opportunity to spend quality time simply pouring over these joyful books.

Visitors young and old can enter our enchanting recreation of the riverbank world of *The Wind in the Willows* with its 3D models, theatrical lighting and music. These will be sanitised between visits. For your safety, the interactive elements of the exhibition, including the Gypsy Caravan, have been removed. All visitors over the age of 11 are asked to wear face masks and to hand sanitise before and after their visit to the exhibition.

[Book General Admission tickets](#) to visit *The Wind in the Willows* as part of your visit. Advance booking recommended. When you arrive at the Museum, Wind in the Willows time slots are given on a first come first served basis allowing you time to visit in your own household group or support bubble on a first come, first served basis (max of 6 people). The 20 minute slot you book for general admission is to enter the Museum as a whole not specifically the Wind in the Willows.

With Wind in the Willows being such a popular part of the Museum visit for many and to protect the safety of all our visitors which remains our highest priority, we will be limiting household group or support bubble circuits of Wind in the Willows to one circuit per group. Visitors are therefore invited to enjoy the exhibition as much as possible as they move through the space.

Our exclusive [John Piper Gallery Curator Tours](#) need to be booked in advance separately to General Admission (these tickets do not include general gallery access). Next Curator Tour is at 2pm on Friday, 18 December 2020.

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

### **What is available for family visitors?**

Our playful new temporary exhibition, [ELMER and Friends: The Colourful World of David McKee](#), opens at the River & Rowing Museum on **10 December 2020** – the perfect day out for the whole family.

Family visitors (especially those with children under 11) will enjoy our stunning permanent 3D *The Wind in the Willows* exhibition. Join Ratty, Mole, Badger, Toad and friends on their adventures in the Wild Wood. A family favourite!

[Themed craft activities](#) are available to download from the Museum's website, offering inspiration and entertainment throughout the winter months.

[Sign up to our enews to find out more](#) about our forthcoming events and workshops including [Tiny Toads](#) Christmas and our [Christmas Magic Family Fun Day](#).

### **What is the Café offering?**

The Museum's Chocolate Café provides indoor and outdoor seating space, so you can enjoy a cup of tea or coffee, accompanied by sumptuous cakes, panini and sandwiches. There will also be a selection of specials on the menu each week.

Our small group Curator Tours are perfect for friends. Arrive early for coffee and cake or lunch at the Museum's new Chocolate Café or an after-tour treat of afternoon tea.

The Chocolate Café is open Thursday to Monday from 10am – 5pm. To book a table at the Café (recommended), minimum 24 hrs ahead, please email: [cafe@rrm.co.uk](mailto:cafe@rrm.co.uk). Alternatively, for bookings on the day, please call **01491 415602**.

### **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](mailto: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](mailto:museum@rrm.co.uk)

### **What will be available in the Shop?**

The Shop will be offering a whole range of Elmer and Friends merchandise including many of the favourite books (including the recently released *Elmer & The Lost Treasure*), Elmer plush toys, jigsaws, stationery etc. This year is also the 10<sup>th</sup> anniversary of *Elmer's Christmas* – the perfect Christmas gift! There will be a maximum of 3 bubbles in the shop and foyer area at any one time. Staff and volunteers will be guiding visitors. Please follow the one-way route.

### **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 [OPEN!](#)

### **Are toilets open?**

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 – 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](mailto:friends@rrm.co.uk), for Annual Pass holders email [museum@rrm.co.uk](mailto: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](mailto: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](mailto: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](mailto: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 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.

## **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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