



## **Admissions policy**

The aim of the Admissions Policy is to make visitors welcome and in order to ensure they enjoy their experience. All visitors are respectfully requested to follow the Conditions of Entry. They have been designed to safeguard everyone during their time with us and to ensure a safe and enjoyable environment.

### **Conditions of Entry**

**On entering the premises you agree: -**

1. To a 'bag-search' if requested, which means the searching of any bags or clothes being carried on entry. Continued presence on-site is only permitted to visitors who consent to a 'bag-search' if requested.
2. To obey all signs, notices, instructions and directions given by staff.
3. To obey normal health & safety practice around the Museum; we reserve the right to refuse entry to anyone if there is reason to believe the health, safety and security of other visitors may be put at risk.
4. Not to consume food or drink in the Museum.
5. To look after your personal property when in the Museum and not leave things in rooms.
6. To conduct yourself in a manner that does not cause offence to others.
7. Not to bring large bags or parcels with you when visiting the Museum, Visitors are required to carry large backpacks at their side or leave them with the Museum Attendant. Full size umbrellas are not permitted in the Museum. Collapsible umbrellas are permitted, providing they can be carried in a pocket or small bag.
8. Not to carry children on your shoulders. Some areas of the Museum have low ceilings, backpack style child carriers are not permitted for safety reasons.
9. Not to touch objects on display. Even mild touching, over time, will cause damage to artefacts. There are some exceptions to this rule, and those objects will be clearly marked as being touchable.
10. Not to bring pets into the Museum. Service animals, such as 'Seeing Eye' dogs are exempt.

**PLEASE NOTE:** The Museum is not responsible for any damage to, or loss or theft of, personal property brought onto the Museum premises. Persons entering agree to indemnify the Museum against any loss or liability, cost, expense or damages arising from or in relation to the entry either by person, vehicle or otherwise.



**Please be aware there are other visitors in the Museum and in order not to spoil your visit or that of others we ask you cooperate with the following: -**

1. Do not abuse other visitors, staff or contractors, or act in a manner which offends, insults, humiliates, intimidates, threatens, or vilifies any other person on the basis of their race, religion, gender, sexual orientation, colour, descent, national or ethnic origin.
2. Do not smoke; all museum areas (inside and out) are completely non-smoking.
3. Do not bring alcohol on to the premises.
4. Do not conduct charitable collections, raffles and fundraisers.
5. Do not distribute brochures, flyers, or pamphlets of any kind.
6. Do not use pens to draw in the Museum. Visitors are welcome to sketch in pads with pencils (easels are not permitted).

## **Entry Restrictions**

Unaccompanied visitors must be 16 or over and anyone under 16 must be accompanied and in the charge of a person of 16 or over.

### **Booked Groups Supervision Level:**

Supervision level for booked groups is a minimum of 1 adult to 10 children, with supervision meaning adults staying with the group at all times. In the case of younger children or those with additional needs it is recommended that the ratio of adults to children be increased. Leaders/teachers will be asked to control the behaviour of their group members; if they fail to achieve this, (in exceptional circumstances) the group will be asked to leave the Museum. We reserve the right to refuse entry to any group/school that has previously been asked to leave for anti-social behaviour.

Older Student Groups with groups of students aged 16-19 may explore the Museum independent of their accompanying adults, but if required, or requested by Museum staff, the adults must accompany them.

Last admission to the building begins 30 minutes prior to the stated closing time.