



OUR VISITOR CHARTER

Welcome back to National Mining Museum Scotland.

We want to make sure that everyone has a safe and enjoyable visit.

To help ensure the safety and well-being of our visitors, staff and volunteers please read the following information before your visit.

We have conducted robust risk assessments and carried out the following measures:

- Introduced social distancing measures, hand sanitisers and PPE to help ensure everyone can safely enjoy the museum.
- Created an online booking system to enable visitors to book in advance, secure a specific timeslot and reduce contact with others.
- Adapted the museums visitor offer to safeguard staff and allow visitors to enjoy their visit while learning about the heritage of the site.
- Created a one-way system throughout the museum and closed function rooms.
- Carried out thorough cleaning throughout the museum in preparation for re-opening.
- Reduced the capacity in the toilets to enable social distancing.
- Adopted a new cleaning regime with special attention paid to high contact areas such as toilets, doorways, handles and banisters.
- Employed strict procedures for our staff and volunteers, including regular hand sanitising/washing and face coverings.
- Adapted our café and retail offer to enable social distancing and reduce contact with touch points.
- Created a new outside picnic space for visitors.

In return, we kindly ask visitors to:

- Stay away if you show any symptoms associated with Covid-19.
- Book your ticket in advance.
- Use the hand sanitisers around the museum and sanitise your hands on arrival.
- Maintain a safe distance between you and others.
- Queue where indicated.
- Pay contactless if possible.
- Refrain from touching cases and other surfaces.
- Limit touching shop stock when viewing our products.
- Follow guidance when accessing the toilets.

Thank you for your support and we hope you enjoy your visit.