

Senhouse Roman Museum reopening FAQs

1. Why are you not opening the watchtower?

Following carrying out a risk assessment we decided that it would not be possible for our visitors to follow social distancing in the stairwell adequately. This will be reviewed when government guidance allows.

2. Why do we need to pre-book our tickets in advance?

In order to manage onsite visitor numbers, limit queues and ultimately keep everyone who visits safe, it is necessary for all our visitors to book online. If you are unable to do so, please email us or call us and we will be able to help you. Please only book if you are sure you will be able to visit on the day. The number of tickets is limited in accordance with national guidance for the museum sector.

3. I am a member of the Friends of the Senhouse Roman Museum; will I be able to just turn up?

Members will still have to book tickets online in advance. Please bring your membership card or confirmation of your membership (e.g. an email) with you.

4. What will your opening times be?

Our opening times will be shorter. We will be open between 11am and 5pm. The last entry will be at 4.30pm. We will review our opening times over the coming weeks.

5. How long can I stay?

Once you arrive in the museum you may stay as long as you like but an average visit lasts for approximately one hour. The arrival slot is in place to limit numbers, allow for social distancing and support the flow of people. You will be asked to social distance at 2 metres.

6. Do I need to wear a face covering?

It is a legal requirement that all visitors wear a face covering to enter the museum and for the duration of your visit. This does not apply to under 11s or people excluded due to health conditions.

7. Will the toilets be open?

The toilets will be available for museum visitors only. There will be soap and paper handtowels available. There will be a hand sanitiser dispenser available adjacent to the toilets.

8. Will the light refreshments be available?

Our tea/coffee machine will not be available but there will be bottles and cans of cold drinks, chocolate bars and biscuits available in the museum shop. Visitors are welcome to bring their own refreshments and drink/eat in our outside picnic area. We ask all visitors to dispose of any rubbish properly or take it home.

9. Will the shop be open?

Our museum gift shop will be open for museum visitors only but will be rearranged to allow safe, socially distanced shopping. We ask all visitors to avoid touching the shop stock unnecessarily. We would prefer contactless or card payments to reduce the spread of COVID-19.

10. I am a member of the Friends of the Senhouse Roman Museum, will I still be able to claim a 10% discount on purchases in the shop (excluding refreshments)?

Yes, we will still honour this concession.

11. Will the interactives be available?

A number of interactives and games have been removed to reduce the possibility of transmission between visitors. These include: the dressing-up clothes, the mini-dig, the ludus game, the colouring-in table (colouring sheets will be available for you to take away with you if required) and 'Humphrey's game'.

12. Which parts of the museum will be open?

The majority of the museum will be open. The only areas which will be closed are the external watchtower and the library area in the Kirby Gallery. A limited number of people will be allowed on site at any one time. There will be a strict one-way system in place in the museum building and we ask all visitors to stick to social distancing requirements for the benefits of everyone. We are asking our visitors to respect a 2 metre social distance, this is due to the limited layout of the building.

13. I'm not visiting the museum, will I be able to use the shop or toilets?

Due to visitor number limits, only museum visitors will be able to use the shop and toilets.

14. What measures have you put in place to reduce the spread of COVID-19?

We will have hand sanitiser available at the entrance and adjacent to the toilets, one-way systems in place and our layout will support social distancing (at 2 metres). We will be increasing our cleaning schedule to more regular intervals in the day. We will be closed between 10am and 11am to allow for a deep clean. Our staff will have access to personal protection equipment (PPE) such as mask and gloves and we have installed a Perspex screen at our reception. The museum gift shop has been reconfigured to support social distancing. We request that those paying for admission and purchasing in the shop use a contactless debit or credit card. We have made our COVID-19 risk assessment available for you to read online.

15. Why do you need my contact details?

The Government has requested that we record people's contact details in case they are needed to assist with the NHS Test and Trace. This data will be kept securely for 21 days after your visit and then destroyed.

16. Can I bring my dog?

Only registered assistance dogs are allowed in the museum building and on any fort tours.

17. I've booked the wrong date/time can I change it?

Yes. To do this cancel your original booking and rebook for the correct time.

18. Can I arrive without booking?

We are operating at reduced capacity and have established a system of arrival slots to manage visitor numbers. This is to permit adequate social distancing for visitors and staff. You may arrive without booking a slot, however you risk being turned away if we have reached our capacity and are fully booked.