

# Frequently Asked Questions about the reopening of Glasgow's museums

Updated Friday 23 April 2021

## **Will I have to book to visit a museum?**

Yes – visitors will need to pre-book a date and time online. You will also need to present your e-ticket to enter the museum. Entry to our museums will remain free.

## **How do I book?**

Tickets are available to book now at [www.glasgowmuseums.com](http://www.glasgowmuseums.com). Initially, tickets for Kelvingrove Art Gallery and Museum, Riverside Museum and Gallery of Modern Art will be available every 30 minutes from 11am until 3pm and will be valid for a two-hour timeslot, or until closing at 4pm. They will be released in two week blocks to ensure everyone has an opportunity to book.

## **How long will I be allowed in the museum?**

We are working hard to provide an enjoyable visitor experience, even in these unusual times. Visitors will be asked to keep visits to a maximum of two hours to ensure we can offer entry to as many people as possible while maintaining physical distancing.

## **What cleaning procedures will you have in place when museums reopen?**

Buildings are being cleaned prior to opening to the public and we will have regular cleaning procedures in place which are appropriate to each venue.

## **Will you provide customers with hand washing/sanitisation stations?**

Yes – we will have several mitigating measures in place in our venues when they reopen to minimise the spread of Covid-19. These will include physical distancing restrictions; booking systems and reduced capacities; Perspex screens at reception areas; one-way walking routes; the promotion of rigorous hand washing and the provision of hand sanitiser.

## **Will toilet facilities be available in reopened venues?**

Yes – although, as with all areas in our facilities, physical distancing measures will be in place.

## **Will I need to wear a face covering?**

Yes – in line with the Scottish Government's guidance we are asking visitors to wear a face covering to keep themselves and others safe when visiting our museums. We recognise that some visitors have health conditions, disabilities or other factors that prevent them from wearing a face covering. The Scottish Government has published [guidance on the use of suitable face coverings and exemptions](#).

## **Will I need to provide my contact details?**

Yes – public health and government guidance for reopening public venues requires Glasgow Life to participate in the [Test and Protect](#) scheme. We will request your contact details when you visit our museums and the information will be held securely for three weeks and then destroyed.

## **Will café, retail and cloakroom facilities be available in venues which reopen?**

No – there will be no catering, retail (gift shop) or cloakroom facilities available in our venues when they reopen. We are also unable to provide space for packed lunches.

## **How many people can I book for?**

There will be a maximum of six tickets per transaction. All members of the party must arrive at the same time to gain entry.

### **Can I walk up to the museum and gain entry?**

No – to gain entry to the museum you must pre-book a ticket using the online booking system. This is to help us maintain physical distancing and manage visitor numbers. You will need to present your e-ticket to enter the museum.

### **Will there be a one way in/one way out system in place?**

#### **Kelvingrove**

Yes – to help manage the flow of visitors there will be one clearly signposted entrance into and one exit from the museum. On arrival visitors must enter via the doors at the car park side of the building. The accessible entrance with access to lifts is located at the ground level, also facing the car park.

#### **Riverside**

Yes – to help manage the flow of visitors there will be one clearly signposted entrance into and one exit from the museum. On arrival visitors must enter via the doors at the car park side of the building.

#### **Gallery of Modern Art**

Yes – to help manage the flow of visitors there will be one clearly signposted entrance into and one exit from the museum.

### **Is there a one way system or can I move around the museum freely?**

#### **Kelvingrove, Riverside and GoMA**

A one-way system will be in place in parts of the museum and there will be a clearly defined way to move through the venue. Visitors will move in one direction and are asked not to return to galleries or displays they have visited.

### **What galleries will be open?**

#### **Kelvingrove**

Most of our permanent galleries and rooms will be open, except for a limited number of smaller galleries and hands-on displays, such as the Mini-museum, the Environmental Discovery Centre and the Rainforest Object Cinema.

#### **Riverside**

Most areas of Riverside are open, except for a limited number of interactive exhibits such as the TPE train and the subway carriage. You can still view these objects but cannot go inside. The recreated streets are open, but social distancing measures only allow visitors to enter The Mitre Bar.

#### **Gallery of Modern Art**

Gallery 2: Taste!

Gallery 4: Domestic Bliss

The Studio will also be open. Galleries 1 and 3 are due to re-open later in the spring.

### **What times are museums open?**

Museums will initially operate with slightly reduced opening hours. In line with Scottish Government advice, this will enable employees and visitors to travel at off-peak times. At present Kelvingrove Art Gallery and Museum, Riverside Museum and GoMA are scheduled to open every day, Monday to Sunday, from 11am–4pm.

**Will disabled access be affected?**

No – there is wheelchair and pram access to all public areas within the buildings via lifts. To comply with physical distancing measures only one person/visiting group will be able to enter the lifts at any one time.

**Will the car park be open?****Kelvingrove and Riverside**

The car parks will be open to visitors and normal charges will apply.

**Will the organ be played at Kelvingrove?**

No – at this time we are not able to accommodate organ recitals.

**Can I bring a group to the museum?**

No – unfortunately we are unable to accommodate school or group bookings of any kind at this time due to restricted visitor capacity.

This is to allow physical distancing measures to be followed safely. The maximum number of tickets you can book online is six.

**Are the free guided tours being reinstated?**

No – at this time we are not able to offer our free guided tours due to physical distancing measures.

**Are workshops/talks/events such as Curator Talks and Toddler Time being reinstated?**

No – at this time we are not able to offer our usual programme of talks and events. When Scottish Government guidance allows, we will reintroduce these activities and share details through Glasgow Museums' social media channels and the Glasgow Life website.

**Where can I find out more information?**

We will provide regular updates through Glasgow Museums' social media channels as well as on the Glasgow Life website.

**How can I make a donation to help support Glasgow Life?**

As a charity, Glasgow Life is hugely grateful for the support it has received during the coronavirus pandemic, which has helped us to continue vital work in communities across the city during the most challenging of times. When our museums reopen, you will be able to use our in-venue donation boxes or you can make a donation online at

<https://forms.glasgowlife.org.uk/Pages/donate.aspx>.