



## Frequently Asked Questions

### Your visit

*Are your opening hours the same?*

Initially we'll be open four days a week from 10am – 4pm (last admissions 3pm), from Thursday - Sunday. This will help us manage the flow of visitors around the museum and allow us extra time for cleaning. All of this means we'll be able to offer you a safe and enjoyable visitor experience.

*What will be open?*

The museum is fully open. A few of our activities may be switched off for safety reasons and guided tours aren't current available.

*What about the shop and café?*

Our shop and café are both open with social distancing guidelines in place. A maximum of five people will be allowed in the shop at any one time. The café will be serving drinks, sandwiches and cakes and there will be limited seating indoors and outside.

*Can I use cash?*

We are now going to be completely cashless so please remember your credit / debit card if you wish to buy anything!

*What's the best way to travel to the museum?*

You can find all the information on our 'How to Get Here' page but if you are able to walk or cycle please do so! We currently have three cycle racks available.

*Do you have a cloakroom and bag storage?*

In the short term our cloakroom and bag storage won't be available.

*How can I let you know what I thought of my visit?*

We'd like to send all our visitors a survey after their visit, so we can find out how we can make improvements. When you buy your ticket we'd be grateful if you could sign up to receive information so we can send you a link to our survey.

## **Keeping myself and others safe**

*Will there be any changes to the museum when I visit?*

You'll see plenty of hand washing stations throughout the museum and we're observing the two-metre rule so you'll also see social distancing signs. We've devised a new one-way route for all our visitors to follow. Please follow the safety guidelines. If you have children with you please ensure they stay with your group and under supervision.

*Can I take the lift to all floors?*

To ensure the safety of all our visitors, the lift is currently only available to visitors with accessibility issues and those with prams and pushchairs. Please speak to anyone in our visitor experience team for help.

*What about staff? Will they still be on hand to assist?*

Our Visitor Experience team will be on hand to make sure all our visitors have the best experience possible. All staff and volunteers will be wearing visors.

*Will I need to wear a face mask?*

From Thursday 6 August you must wear a mask when visiting the museum.

## **Getting a ticket**

*How do I get a ticket to the museum?*

We're now asking visitors to purchase their tickets before they visit. Tickets will be available up to four weeks in advance. You can buy tickets here: [www.nationalfootballmuseum.com/tickets](http://www.nationalfootballmuseum.com/tickets) Select your time slot and day and you're good to go. Please arrive no more than 10 minutes before your time slot. We also can't guarantee entry if you arrive more than 15 minutes late.

*How do I redeem my ticket?*

Please bring your ticket with you (ideally on your phone) on the day of your visit.

*Can I buy a ticket on the day at the museum?*

We'll have a small amount of tickets available on the door each day, but you may have to come back when there is an available slot.

*I know tickets give 12 months entry. How do I redeem my existing ticket?*

Visit [www.nationalfootballmuseum.com/tickets](http://www.nationalfootballmuseum.com/tickets) and select Free of Charge admission. You will need to bring proof of your existing ticket as admission may not be allowed without it.

*Can I change my booking and do you issue refunds?*

We don't issue refunds but you are welcome to change your booking for another time/date within twenty eight days of your original booking. Please contact our Visitor Experience team to arrange this at: [frontofhouse@nationalfootballmuseum.com](mailto:frontofhouse@nationalfootballmuseum.com)