

NATIONAL FOOTBALL MUSEUM

GROUP VISIT GUIDELINES

26/07/2021

- We are currently welcoming learning/school groups of up to 35 people to the museum.
- To ensure for social distancing, we are requesting all group visits are booked in advance and groups of more than 15 people arrive staggered in 2 or 3 smaller groups.
- We are asking our visitors to remain one metre apart from those outside of their household / group bubble
- We encourage all our visitors to wear face masks, unless exempt for an age (children under 11), health or disability reason. Our staff will be wearing face coverings throughout your visit.
- We have implemented a one-way system around our galleries, ensuring that all visitors can maintain the correct social distance and avoid coming into close contact with others.
- We have installed an array of hand sanitiser units throughout the museum. Please use these to keep your hands clean during your visit. Toilet facilities are also available to wash your hands.
- Visitors should be made aware our social distancing guidelines prior to the visit. This will ensure that the visit is both safe and enjoyable.
- The Museum is large; there are various galleries across five floors with connecting stairs and walkways. There are safety

considerations for children visiting so we recommend a child to adult ratio of: *Key Stage 1*: 1 adult per 5 pupils, *Key Stage 2-5*: 1 adult per 10 pupils.

- Although museum staff are present, children should be supervised by a teacher/adult.
- Booked workshops are delivered by our Communities team and we request staff/teachers are present to supervise throughout.
- If visiting on a self-guided trip, we can email gallery trails from groups to use on their visit.
- It is neither safe nor appropriate for children to run on the galleries.
- The museum's lift is currently only available for those with access requirements or those using the museum's classroom and group lunch facilities.
- If a visitor is ignoring safety guidelines or behaving in an unacceptable manner, a member of the museum staff will ask them to stop. If the issue continues the supervising teacher/adult will be required.
- Toilet facilities are available to our visitors on the Pitch Gallery (ground floor), Match Gallery (first floor) and Play Gallery (second floor).
- Some artwork in the museum is on open display and should not be touched.
- If there is an incident that requires First Aid, a trained first aider will attend to any sick or injured members of the group. The supervising teacher/group leader should be present when any first aid is administered.
- We encourage a visit to the museum shop but only in small groups. We are currently only accepting card and contactless payments.

- Food and drink is not allowed in the museum and will be confiscated on the galleries. Only food and drink purchased in the cafe can be consumed there. Our groups lunch space can be booked in advance with our Communities team.
- All staff wear name badges and are available to answer any questions you may have during your visit. Alongside staff, volunteers support on our galleries and are identifiable with a National Football Museum branded volunteer uniform.

For more information, please request our group visit risk assessment. Our Communities team can provide an example timetable ahead of your visit and share further social distancing guidelines.

Thank you for your consideration, we hope you enjoy your visit to the National Football Museum.

