



Blackburn Museum
& Art Gallery

Museum@blackburn.gov.uk

01254 667130

WWW.BLACKBURNMUSEUM.ORG.UK

FREQUENTLY ASKED QUESTIONS

Please take a look at our FAQ's to find out more about our new measures. Please contact us museum@blackburn.gov.uk if you have a question we have not answered.

Booking and Tickets

When will we open?

Blackburn Museum and Art Gallery will be open from 15 July 2020. Our opening hours are Wednesday to Saturday, 12 – 4.45pm. You must pre-book a timed entry slot to visit.

How do I pre-book a timed entry slot?

We will be releasing a limited number of timed entry slots that can be booked either online or over the phone. Walk up bookings may be available, please enquire at the Museum reception on arrival. All details can be found on our bookings page. <https://blackburnmuseum.org.uk/plan-your-visit/book-your-visit-to-blackburn-museum-and-art-gallery/>

What should I do when I arrive?

When you book onto a timed entry slot, you will receive a booking confirmation email. Please bring this email with you when you arrive, either on a mobile device or as a print out. We want to keep queuing to a minimum so please can have these ready when you arrive. If booking over the phone details will be advised at the time of booking. Please try to arrive on time to help us manage the entry flow, avoid queues and reduce contact. If you are late, please talk to a member of our team when you arrive on site.

Please help keep to social distancing guidelines and do not arrive earlier than your pre-booked time.

How do I cancel if I can no longer make it?

Please let us know as soon as possible if you can no longer make your timed entry slot by contacting museum@blackburn.gov.uk or 01254 667130

How long do you recommend for a visit?

We recommend anything between 1 and 2 hours for your visit. Once you have pre-booked your ticket, there is no time limit to your visit, just be aware that the Museum and Art Gallery closes at 4:45pm

Safety Measures

What measures have been made to make my visit safe?

We are limiting the number of people on site and introducing pre-book only timed entry slots for everyone. There will be enhanced cleaning, cleaning stations with hand sanitiser, Perspex screens have been installed and all staff fully trained in all new procedures and guidance.

What if I am unwell?

Please do not come to the museum if you are suffering from health problems or have symptoms of COVID-19. The most common symptoms of COVID-19 are a new continuous cough or a high temperature (over 38°C) or a loss of, or change in, normal sense of taste or smell (anosmia). If you have any of these symptoms, you should stay at home and follow the government guidance. Previously booked tickets can be rescheduled for a later date. Please contact museum@blackburn.gov.uk or 01254 667130

Have you a Test and Trace policy?

The Government guidance issued on 2nd July requires venues to collect contact information, by maintaining records of staff, customers and visitors, and sharing these with 'NHS Test and Trace' where requested, it helps to identify people who may have been exposed to the virus. Containing outbreaks early is crucial to reduce the spread of COVID-19, protect the NHS and social care sector, and save lives. The full guidance can be found [here](#). Details will be kept for 21 days and then will be destroyed and disposed of through confidential waste. Refusal to leave details may result in you not gaining entry to the Museum.

Facilities

Will toilets be available?

Yes! Our toilet facilities will be open and cleaned regularly throughout the day but we have closed certain toilets to ensure you are able to maintain social distancing. We will also be operating a one in, one out policy. Disabled and baby change facilities will be available

Will all areas be open?

All areas of the Museum will be open unless we are changing over gallery displays. We will review movement around the Museum procedures when any gallery needs to be closed off.

Will the gift shop be open?

Our gift shop will be open; we prefer contactless payment but will accept cash. We ask that you do not touch any products unless you intend to buy

Is BMAG accessible?

Blackburn Museum and Art Gallery is fully accessible.

What do you offer for children?

There is a lot to see and do at the Museum, unfortunately we have had to remove certain interactive materials. We will be running a slightly different version of our Saturday 'Get Crafty' workshops. We will be limiting our craft provisions to felt tip pens, scissors and glue/tape only, which we will sanitise after each use and quarantine for 72hrs. Each table will be at least 2m apart and will be for one household only or a 'bubble' group. We ask that you clean the table before and after use and return the felt tips to a team member when you have finished. Cleaning stations will be provided.

Groups and Learning

Are schools, Learning groups and other groups still able to visit?

Currently, we are not open for onsite Learning visits but from 1st September we will be taking pre-booked visits for up to one group each morning Monday to Friday (inclusive). This includes school groups and adult groups. Outreach and Virtual Learning sessions will commence from 1st September. These must also be pre-booked.

Please take a look at our Learning page for more details.

Collections and Research

I'm a researcher who would like to visit the BMAG collections. Can I arrange a visit?

We are not currently able to arrange research visits to the collections as we do not yet have the necessary resources to support this service at this time. Collections access is subject to ongoing reviews and any updates will be posted on our website. If it is possible for us to assist you in your research through email, phone or video call please contact us on museum@blackburn.gov.uk to log your enquiry.

I have an object at home I would like to donate. Should I bring it to the museum?

We are currently in the process of reviewing and reworking our object entry procedures, and therefore we are unable to accept new object donations at this time. We request that you do not attempt to leave objects at the museum or mail them to the museum. If you are interested in donating an object to the museum we will be considering acquisitions again from 1st October 2020, and we will be pleased to hear from you after this date.

I have a general collections enquiry, can I drop in and speak to someone?

We are always happy for you to contact us with general enquiries, but we are unable to take drop-in enquiries at this time. If you wish to speak to

to someone from our collections team, please contact us on museum@blackburn.gov.uk or 01254 667130 and a member of staff will get back to you.