



Blackburn Museum  
& Art Gallery

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Museum@blackburn.gov.uk

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[WWW.BLACKBURNMUSEUM.ORG.UK](http://WWW.BLACKBURNMUSEUM.ORG.UK)

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## **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](mailto:museum@blackburn.gov.uk) if you have a question we have not answered.

### **Your Visit**

#### **When will we open?**

Our opening hours are Wednesday to Saturday, 12 – 4.45pm.

#### **Do I need to pre-book a timed entry slot?**

Pre-booking is not necessary but to aid social distancing and reduce contact we will be limiting the number of people in the Museum and Art Gallery at any one time

#### **Do I need to wear a mask?**

Following government guidance you must wear a mask throughout your visit to the Museum

#### **Are there any restrictions on who I visit with?**

Please adhere to Government guidance on the 'Rule of 6'/or two households when visiting the museum.

### **Safety Measures**

#### **What measures have been made to make my visit safe?**

We are limiting the number of people in the Museum and Art Gallery at any one time. 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.

## **Have you a Test and Trace policy?**

The Government guidance 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 of every visitor over 16 must be left either via the NHS App or in paper form, which will be kept for 21 days and then will be destroyed and disposed of through confidential waste. Refusal to leave details will result in refused 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 'Get Crafty' workshops on Saturdays and during the school holidays. We will be limiting our craft provisions which we will sanitise after each use and quarantine for 72hrs. Each table will be at least 2m apart and each table will be for sole use for your group (Rule of 6/or two households) only. We ask that you clean the table before and after use and return the craft provisions 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?**

Following Government guidance we are only taking bookings for pre booked educational learning visits. Bookings are for up to one group each morning Monday to Friday (inclusive) and Monday—Tuesday afternoon. Outreach sessions and online learning sessions are also available. 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](mailto: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?**

If you are interested in donating an object to the museum we will be considering acquisitions again from 19 May 2021. Due to staffing considerations we ask that you contact us initially via phone or email to discuss your item rather than just 'dropping' in to the Museum.

### **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. Due to staffing considerations we ask that you contact us initially via phone or email to discuss your item rather than just 'dropping' in to the Museum.

**If you wish to speak to someone from our collections team regarding donations or enquiries, please contact us at [museum@blackburn.gov.uk](mailto:museum@blackburn.gov.uk) or on 01254 667130.**