

# VISITING THE MUSEUM

## FREQUENTLY ASKED QUESTIONS

### **What are the health requirements to visit the Museum?**

In an effort to minimize the spread of illness we ask that you refrain from visiting the Museum if you are experiencing any of the following symptoms: Cough, Shortness of breath or difficulty breathing, Fever, Chills, Muscle pain, Sore throat, New loss of taste or smell, Nausea, Vomiting, or Diarrhea.

### **Where can I purchase admission tickets and do I have to buy them ahead of time?**

Admission tickets must be purchased online prior to your visit. If you arrive at the Museum without making a reservation, please feel free to call the Visitor Services department to check for availability at (203) 753-0381 x130. Tickets can be purchased from your phone just prior to entering the building for your appointed time.

### **I am having trouble purchasing tickets. What do I do?**

Our Visitor Services team would be happy to walk you through the process. Please contact them at (203) 753-0381 x130.

### **What do I do with my personal belongings?**

Visitors are being asked to leave all personal items locked in their car(s). Wallets and phones are permitted, but large purses and bags will not be allowed into the Museum.

### **What can I expect when I visit the Mattatuck?**

When you arrive at the museum please call visitor services (203) 753-0381 x130. Visitors will confirm their party with visitor services staff at the entrance in case there have been any changes to their party to ensure contact log information is correct. They will instruct you to enter the Museum through the ramp door located through the gate on the right-hand side of the parking lot. Visitors will be restricted to the 1st floor and will have full access to all galleries on this floor for 45 minutes. Visitors will also have access to the sculptures located outside, on the ground of Rose Hill. At the end of your visit please exit through the door to the parking lot.

### **How is the Museum observing social distancing?**

Each appointment block will admit a maximum of 10 visitors to allow for appropriate social distancing. Visitors will be greeted by staff but will not be able to come within six feet of the staff person.

### **Do I need to wear a mask for my visit? Will Museum staff be wearing masks?**

Museum staff will be wearing masks. We are asking that all adult visitors wear a mask or cloth face covering for the duration of their visit. Children will not be required to wear a mask but may if desired by the parent or guardian. If you would like to purchase a Mattatuck branded mask for your visit please order it online prior to your admission time.

### **Will the restroom be available?**

The public restroom located on the first floor is available to your party during your visit, however, Museum staff must clean the restroom immediately following any use.

### **What is the Museum doing to ensure a clean environment for visitors?**

Museum staff will use established COVID-19 cleaning protocols and thoroughly clean and disinfect all common surfaces (doorknobs, railings, and bathrooms) both inside and outside hourly, between each appointment. The Museum has installed an automatic soap dispenser in the public restroom to reduce the amount of surface contact.