

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?

Reservations and payments should be made online in advance of your visit. Timed tickets will be limit to 90 minutes and we ask that you arrive no more than 5 minutes ahead of your timed admission. If you arrive at the Museum without making a reservation, please check-in at our Welcome Desk to see if there are available tickets. If there is availability, tickets can be purchased from your phone at the time of your arrival.

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 can store their belongings in either a locker or cubby in the Museum's Coat Room. Large purses and bags are not permitted in the Museum galleries.

WHAT CAN I EXPECT WHEN I VISIT THE MATTATUCK?

When you arrive at the Museum please check in at our Welcome Desk. Visitors will confirm their party with visitor services staff and receive information about the Museum, exhibitions on view, and any programs or activities taking place during their visit. Hand sanitization stations are available at the Welcome Desk and throughout the Museum. Visitors are invited to tour the entire Museum, but are being asked to limit their visit to 90 minutes to keep occupancy at the State requirement and allow for proper social distancing.

HOW IS THE MUSEUM OBSERVING SOCIAL DISTANCING?

Each admission block will admit a maximum of 25 visitors to allow for appropriate social distancing. There are directional arrows to guide visitors through the galleries as well as 6 ft. indicators and signs identifying room capacities where needed.

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 under the age of 4 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 visit our Museum Shop.

WILL THE RESTROOM BE AVAILABLE?

The public restrooms, located on every floor of the Museum, will be open during your visit. Museum staff clean and sanitize each restroom frequently throughout the day.

WHAT IS THE MUSEUM DOING TO ENSURE A CLEAN ENVIRONMENT FOR VISITORS?

Museum staff use established COVID-19 cleaning protocols and thoroughly clean and disinfect all common surfaces (doorknobs, railings, counters, benches, and bathrooms) both inside and outside on a regular basis throughout the day. The Museum has automatic soap dispensers in the public restrooms to reduce the amount of surface contact.

