



Your Visit and COVID-19

What measures are in place to stop the spread of COVID-19?

- Visitor capacity has been reduced to allow those visiting the site to physically distance.
- Visitors begin their visit in the car park and are met by a member of staff. There is sufficient space for visitors to social distance on arrival in the car park with the current visitor capacities. Hand sanitiser is provided at this point.
- Signage about the key health and safety points, such as hygiene and physical distancing, is available at the start of a site visit. These messages are also communicated in person to all visitors.
- A one-way system has been introduced across the outdoor areas of the site to provide a different entry and exit point for visitors.
- Benches, tables and chairs have been spaced appropriately to allow for sufficient social distancing.

What sort of cleaning and hygiene measures are in place?

- Frequently used touch points, such as door handles, bannisters and light switches, as well as the visitor toilets are cleaned and sanitised after indoor visits. Rubbish will be removed after each outdoor and indoor tour has taken place.
- There is signage in place to remind visitors to maintain hygiene standards. i.e. hand washing and coughing etiquette.
- Visitors are encouraged to wash their hands by the provision of hand sanitation facilities at entry and exit points and in common areas.

Do I need to wear a face covering?

- We require all visitors over 5 years of age to wear face coverings in indoor spaces, such as the museum, unless they are medically exempt. Face coverings outside are at the discretion of the visitor.
- Staff will wear face coverings when interacting with visitors. Tour guides will wear face coverings when speaking to visitors indoors and maintain a 2m distance when speaking to visitors outside.

How do I give my details for track and trace?

- Visitor track and trace details are taken online during the booking process.

What if I feel ill before or during my visit?

- Please do not visit the site if you or any of your household have symptoms of COVID-19 or if you have been in contact with anyone who has it.
- If you start to feel ill whilst onsite, a breakout space is provided, which enables people who are feeling unwell to stand well away from other visitors, whilst also providing them with the space they need to compose themselves and wait for help.

Are the toilets open?

- Yes, they are. Visitor toilets are cleaned and sanitised after indoor visits and rubbish is removed after each outdoor and indoor tour has taken place.

Can I visit the café and the gift shop?

- The Kettle Café and Drapers Shop are currently closed. You can however, visit the Drapers Shop online and make purchases for click and collect or shipping: www.thedrapersshop.org

Good to Go



The Visit Britain We're Good to Go symbol shows that Dunollie Museum, Castle and Grounds has followed government and industry COVID-19 guidelines and that we have processes in place to help keep everyone safe.

If you have any further questions about your safety during your visit of Dunollie Museum, Castle & Grounds, or you wish to view our COVID-19 risk assessment, please ask a member of staff or contact us via email at info@dunollie.org or give us a call at 01631 570550 .