Portland Basin Museum is reopening!

From Wednesday 14 October we will be open, with new measures in place to keep our visitors and staff safe.

We have made some changes, such as introducing a one way system around parts of the museum and extra cleaning. We are also limiting capacity and staggering entry times to the museum, so we are asking visitor to pre-book their visit. Our indoor play area will remain closed for now.

To help you plan your visit, we have put together some information about what to expect at the museum.

**What are the opening days and times of the museum?**

We are open 10am-3pm Wednesday – Sunday.

**Can I just turn up?**

No, we have introduced a pre-booking system to allow us to safely manage the number of people in the museum. Please pre-book a free time slot on our webpage. The museum can get very busy and we feel this is the best way to make the visit safe for everyone.

**How do I book a ticket?**

You can book a ticket on our website [www.tameside.gov.uk/portlandbasin](http://www.tameside.gov.uk/portlandbasin) If you are unable to book online, please call the museum during opening hours and a member of staff will be happy assist you.

**How much does it cost to visit the museum?**

The museum is free to visit. We are always happy to accept donations to help support caring for our museum collections. There is a donations box near the museum entrance.

**What time do I need to arrive for my time slot?**

Please arrive at the time indicated on your ticket. If you arrive after your 15 minute time slot we may not be able to admit you. If you arrive early please wait until your time slot.

 **Why have you got 15 minute time slots?**

This is to help us spread visitors throughout the museum so that people are not all in the same area at once. Please arrive within your 15 minute time slot. We think it will take around one hour to look around the museum and we would be grateful if you could leave at the end of your hour to allow the next visitors to arrive.

**What do I do when I arrive at the museum?**

When you arrive at the museum please wait in the queue to the right hand side of the museum entrance, where there will be social distancing markers to indicate where to stand. A member of staff will be on hand to greet you and sign you into the museum. Please show them your ticket - on your phone/device is fine – it doesn’t need to be printed out. You will be asked to leave your contact details for Test and Trace.

**I feel unwell on the day of my visit. Can I still visit?**

No, if you feel unwell on the day of your visit please do not come.

**What measures have you put in place to keep visitors and staff safe?**

We have introduced a pre-booking system, we have a one way system around parts of the museum, we have installed a Perspex screen around our reception and shop desk, there is hand sanitiser available, we have removed some interactive elements, we have put in place an enhanced cleaning regime and we have signage in place to remind people to adhere to social distancing guidelines.

**Will I need to wear a face covering?**

Yes, Government guidance states that people have to wear a face covering in indoor public venues, including museums and shops so you will be required to wear a face covering. Staff will also be wearing face coverings. If you are exempt from wearing a face covering, please explain to our staff when you arrive and they will be supportive.

**Have you completed a risk assessment?**

Yes, you can find our risk assessment on our website.

**Will there be any toilets open?**

Yes, toilets will be open to our visitors. Toilets are located at the beginning of the museum and can be accessed again half way round the museum.

**Will the baby changing facilities be open?**

Yes the baby changing facilities are located near the beginning of the museum and can be accessed again half way round the museum.

**Will I need to follow social distancing?**

Yes, we are asking that people adhere to social distancing guidelines and remain 2 metres apart from people outside of their group. Where this is not possible in parts of the museum, we have a one way system in place or we are asking visitors to observe 1 metre + distancing.

**Will there be increased cleaning?**

Yes, extra cleaning measures are in place and there will be regular cleaning of high touch points, such as banisters and touch buttons.

**Will there be hand sanitiser available?**

Yes, hand sanitiser will be located in the museum. To help keep our staff and visitors safe, we will be asking visitors use this on entry and exit and where located throughout the museum.

**Will there be someone to answer my questions?**

Museum staff will be on hand to answer questions and assist you on the day. If you have a more specific enquiry you can send us a message via the ‘Contact Us’ box at the bottom of this page.

**Will I be able to use the lift?**

Yes, the lift will be available for those that need to use it.

**Will the museum shop be open?**

You will be able to access the museum shop at the beginning of your visit and again part way round. There is a one way system in place around the shop and people are asked to keep a 2 metre distance from other visitors. We ask that you please keep handling of shop stock to a minimum to help protect other visitors and staff. To maintain our one way system, you won’t be able to access the museum shop at the end of your visit as you normally would.

**How can I pay for things in the museum shop?**

We are asking visitors to please pay by card or contactless payment where possible, but we will accept cash.

**Will the café be open?**

Bridge View Café is a private business and is not run by the museum. Please see their website <https://www.bridgeviewcafe.co.uk/> for their current opening arrangements. When the café is open, it will not be accessible from within the museum and will not form part of your hour visit. This is so we can keep track of numbers of visitors in the museum at any one time and maintain our one way system. There is a separate entrance to the café via the canal wharf which can be accessed before or after your visit to the museum, or independently of a visit to the museum.

**Will I be able to go on a boat trip?**

Canal boat trips are run by independent businesses / charities, who operate separately to the museum.

For information about boat trips run by Tameside Canal Boat Trust, please call 07482 188026 or follow them on Facebook / Twitter.

For information about boat trips on ‘Community Spirit2’, which is run by East Manchester Community Boat Project, please call 07503 145146 or email emcbp@tiscali.co.uk

The boat operator will give you information on how you can access the boat trips and the dates / times they are operating.

**Will events and activities be taking place as usual?**

We are not currently offering our usual events and activities. We are offering activities online – please follow ‘Tameside Libraries and Culture’ on Facebook and Twitter to find out more. You can also find lots of craft activities on our website [www.tameside.gov.uk/culturecrafts](http://www.tameside.gov.uk/culturecrafts)

**Will I be able to visit the old street and industrial gallery?**

Yes, our old street and industrial gallery are open as usual. We have had to make some changes included removing several interactive activities and removing some objects.

**Will the indoor play area be open?**

No, unfortunately this area will remain closed for now.

**Will I still be able to bring my children and will the museum still be family friendly?**

Very much so! We will still be welcoming families with children. You are welcome to bring pushchairs and prams as usual. We are asking that children are supervised at all times during your visit and that you adhere to social distancing guidelines to keep all our visitors and staff safe. We are unable to offer all of our usual children’s activities and interactives, but we will still be a family friendly museum with fun things to see and do in the museum and online.

**How long can I stay at the museum?**

We think it will take an hour to look around the museum and ask that you leave after around an hour so that we can keep within a safe capacity.

**Is there somewhere to park?**

Yes, there is a free car park but it can get busy and we cannot guarantee a space. Please note the carpark has a cobbled surface.

**I have access needs - can I still visit the museum?**

Yes, the museum remains fully accessible with its one way route in place and the lift can be used to access the lower floor. We have one wheelchair available for free use on site, which will be sanitised between uses. Please ask a member of staff if you wish to borrow it, or get in touch with us in advance by phoning the museum on 0161 343 2878 or via the ‘Contact Us’ section at the bottom of our webpage.

**Can I bring a picnic?**

You won’t be able to eat your picnic inside the museum, but there are 3 wooden picnic tables on the canal wharf where you can eat a picnic at the end of your visit.

**Will I be able to leave the museum and come back in again?**

You will only be able to stay for your one hour. Once you have left the museum you will be unable to return but you can book to visit again on another day.

**Will I need to leave my contact details?**

When you book to visit, we will keep your name and contact information for 21 days in line with Government guidance for NHS Test and Trace <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/> We will destroy these records after 21 days and they will not be used for any other purpose. Please ask to see our Privacy Policy for further details.

**What happens at the end of my visit? How do I exit the museum?**

You will exit the museum from the lower gallery on to the wharf. As you leave you will be asked to give your name to the member of staff so we can sign you out. The member of staff will direct you back to the car park if you are not sure where to go.

**What else can we do at Portland Basin?**

There are canal walks and cycle path routes you can follow around the Portland Basin area: <https://www.tameside.gov.uk/museumsgalleries/letsgo>

There is an outdoor family trail to help you explore the canals and wildlife around Portland Basin: <https://www.tameside.gov.uk/TamesideMBC/media/ArtsAndEvents/portland-basin-trail-final.pdf>

You can find more outdoor family trails to explore parks across Tameside here: <https://www.tameside.gov.uk/outdooractivities>

**Why have you not opened before now?**

We have been working hard to ensure we can safely open the museum and can continue to offer an interesting and fun visitor experience. The safety of our staff and visitors is our priority at all times.

**Can I book a group visit?**

In line with current Government guidance, we are not currently taking group bookings or offering guided tours.

**Can I book a school visit?**

Please get in touch with us via the ‘Contact Us’ box at the bottom of our webpage if you would like to discuss a school visit.

**Can I hire a loan box?**

Yes, our loan boxes are available to hire. You can find out more information about our boxes here <https://www.tameside.gov.uk/museumsgalleries/loan>. Please message us via the ‘Contact Us’ section at the bottom of our webpage if you would like to borrow a box.

**Can I donate an object to the museum?**

Please message us via the ‘Contact Us’ section at the bottom of our webpage if you have an object you would like to offer to the museum. Please don’t bring an object to the museum without prior arrangement as there may not be a curator on site. Staff at the desk cannot accept donations of objects.

**What else can I do to stay safe?**

Visit the Government website <https://www.gov.uk/coronavirus> for more information about Covid-19 and prevention measures.

**Will you be reviewing what you do?**

Yes, we are constantly reviewing what we do in line with Government guidance, Public Health and feedback from our staff and visitors. We hope to reintroduce events and activities as soon as we can as part of a phased approach. The safety of our visitors and staff is our highest priority.

**Please be aware that the Portland Basin building also houses private residents and private office staff in addition to the museum and we have to consider their safety too. This means there may be other users also accessing the main entrance during the museum opening hours.**