Portland Basin Museum is open!

To help you plan your visit, we have put together some information about what to expect at the museum and the Covid-safe measures we have in place.

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

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

**Can I just turn up?**

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. We may be able to accept walk –ins if numbers allow on the day but to guarantee entry please book. We can’t take online bookings on the day, so if you want to visit us last minute please phone to see if we have any booking slots still available.

**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.

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

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 able to leave your contact details for Test and Trace.

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

If you have any symptoms of Covid please do not visit, you can rebook for another day.

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

We have introduced a pre-booking system, we have installed a Perspex screen around our reception and shop desk and there is hand sanitiser available. We are asking visitors to respect other people’s space.

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

We encourage you to wear a face covering inside the museum, unless exempt, to help keep our staff and other visitors safe. Staff will be wearing face coverings.

**Have you completed a risk assessment?**

Yes, please ask if you would like to see our risk assessment.

**Will there be any toilets open?**

Yes, toilets will be open to our visitors. Toilets are located near the museum entrance (separate male and female toilets and an accessible toilet) plus there is an accessible toilet on the lower ground floor.

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

Yes the baby changing facilities are located near the museum entrance.

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

We would like visitors to respect others people’s space. Museum staff will be following social 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?**

The museum shop will be open to visit anytime during your visit.

**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.

**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) . We will be selling bags of children’s craft activities in the museum shop.

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

Yes, our old street and industrial gallery are open as usual.

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

The under 5’s play area will be open.

**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. There are trails available around the museum.

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

We are not limiting the time spent in the museum.

**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. 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 342 5480 or via the ‘Contact Us’ section at the bottom of our webpage.

**Can I bring a picnic?**

You will be able to eat your picnic inside the museum and there are 3 wooden picnic tables on the canal wharf where you can eat a picnic.

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

You will be able to check in using the QR code or can leave your details if you wish.

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

You can choose to exit the museum on the lower floor on to the canal wharf or you can come back up to visit the shop and leave from the main entrance.

**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>

**Can I book a group visit?**

You can book tickets to visit the museum or you can contact us via the ‘Contact Us’ box at the bottom of our webpage to discuss a visit.

**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.

**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.**