



Museum of London

COVID-19 Risk Assessment

We have made changes to the museum's galleries and other public spaces to comply with the government's guidance on managing the risk of COVID-19. We have carried out risk assessments for our employees and visitors, which we will review if any changes are made to the advice.

We have introduced the following measures to ensure visitors' safety, and the safety of our staff:

If any staff become unwell with a new, continuous cough or a high temperature, they will be sent home and advised to follow the stay-at-home guidance. Managers will monitor their staff to look out for any signs and symptoms of COVID-19. We encourage staff to regularly attend local community asymptomatic testing centres or to carry out lateral flow tests at home to check for asymptomatic cases. Staff are also encouraged to report any problems or concerns.

In addition, we encourage our staff to take up the vaccine when they are eligible under the national programme, noting that for some staff they may not be able to e.g. due to severe allergies or due to pregnancy unless they have a high risk of getting Covid-19.

All visits must be booked online and in advance. Visits are booked into time slots with a limited capacity to help us manage the number of people in the museum. Visitors must have printed their tickets at home or have tickets ready for scanning on their phone. Visitors may be allowed to book a ticket on arrival, but only if capacity allows. Tickets will be scanned on entry. To allow us to support the Government's 'Test and Trace' policy we require that every visitor over the age of 16 uses the NHS app to check-in, or provides their details at the front desk.

Visitors to the Museum of London will be required to wear face coverings upon entering the site unless under the age of 11 or otherwise exempt. There is a one-way route to guide visitors through the galleries. There will be queue systems in place with 1m+ markers.

Hand sanitisers will be situated around the galleries at regular intervals. Staff and visitors will be reminded to wash their hands or use the hand sanitiser regularly.

Many of our interactives are now available to use at visitors' discretion. We have located hand sanitisers nearby and have an enhanced cleaning regime in place. We have temporarily removed, adapted or replaced some of our touch interactives in the galleries where enhanced cleaning was not possible. Some galleries and exhibits where social distancing measures are not possible have been temporarily closed.

Lockers and cloakroom facilities will be temporarily unavailable; please bear this in mind when visiting the museum as there will not be storage available for coats, bags/rucksacks and buggies.

Perspex guards have been installed at all welcome desks, retail and catering tills. Personal protective equipment (PPE) has been made available for all our public-facing staff, including face coverings and gloves.

Our regularly-cleaned toilet facilities are all open for use. Disposable paper towels will be provided in all toilets. There will be additional bins for public waste disposal.

Public, shared items such as seating will be cleaned regularly.

Visitors will still be able to shop and buy products onsite, however we can only accept card payments, and contactless is preferred.