



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. Staff are also encouraged to report any problems or concerns.

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 and exit. This will allow us to support the Government's 'track and trace' policy.

Staff are required and visitors are strongly recommended to wear face coverings in the museum, and asked to maintain the 2m social distancing policy. There is a one-way route to guide visitors through the galleries. There will be queue systems in place with 2m 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.

We have temporarily removed, adapted or replaced our touch interactives in the galleries. Some of our interactive touch screens have been adapted with Infrared technology so they can be used touch free. 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.

We will operate a managed queuing system for our regularly-cleaned toilet facilities. 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.