

COVID-19

PROTECTING
OUR VISITORS
AND TEAM
MEMBERS



■ PORTSMOUTH
■ HISTORIC
■ DOCKYARD



THE
NATIONAL
MUSEUM



We've weathered the storm and we're back on an even keel, ready to welcome you back in time!

Our mission at Portsmouth Historic Dockyard is to create truly memorable visitor experiences and we place the utmost importance on the safety and well-being of our all visitors and team members.

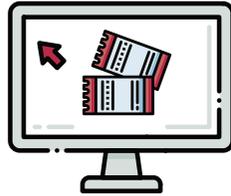
Everything is now ship-shape. We have introduced a range of new health and safety measures that aim to reduce the risks associated with the presence of COVID-19.

Please read this document carefully. Some of the measures set out below may be clearly visible to you from the moment you arrive at Portsmouth Historic Dockyard and others require consideration from you, as visitors, to help ensure we all have a safe and enjoyable visit.

It has been all hands on deck, but we are ready to welcome you back for a safe and fun day out.

BEFORE YOU ARRIVE

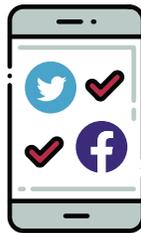
Please ensure you have made your day and timeslot **booking online**, before visiting.



Please be prepared to make payments using a **'contactless' bankcard**, rather than cash whilst visiting, wherever possible.



Before leaving home, please **check our website and social media pages** for any latest information.



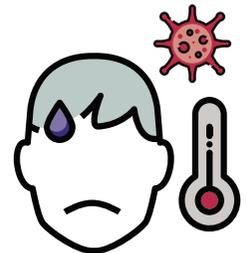
Please bring a suitable **face mask or covering**, as per current government guidelines, you will be required to cover your face throughout your visit inside the Museum.



Please **only bring essential bags** with you. This will enable a quick and efficient entry.



If you have **displayed any of the symptoms associated with COVID-19**, we ask that you do not visit Portsmouth Historic Dockyard and that you follow the government guidelines to self-isolate. Please contact Visitor Services should you need to amend your booking.

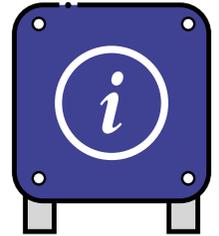


ON ARRIVAL AT PORTSMOUTH HISTORIC DOCKYARD

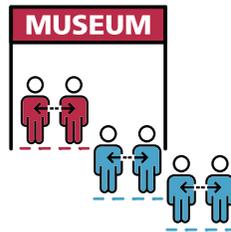
We have **significantly reduced the daily-ticketed capacity** of the Dockyard to allow for social distancing and the best possible visitor experience.



There will be **new information signage** to remind you of key safety messages, special instructions and the locations of hand sanitiser stations around the site and within the galleries.



You may need to **adhere to social distance rules** before accessing the Dockyard, should there be a queue when you arrive.



Please note: Any person who is **displaying COVID-19 symptoms of a high temperature**, associated with fever will not be permitted into Portsmouth Historic Dockyard. Please contact Visitor Services should you have any concerns, or to amend your booking.

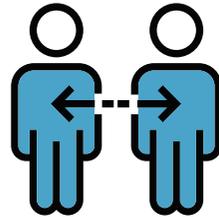


You will notice that there are **safety screens at the Visitor Centre** and at other customer contact points. Members of the team may be wearing face masks, gloves or visors, for the safety and our visitors and team members.



SOCIAL DISTANCING MEASURES WITHIN PORTSMOUTH HISTORIC DOCKYARD

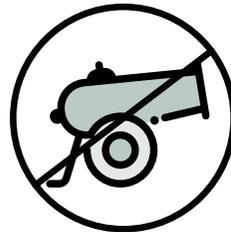
We have introduced **new social distancing measures** throughout the Dockyard, the Ships, the Museums and Galleries.



Some of our **experiences have been modified**, such as the provision of costume characters and interactive exhibits or handling tables, although this may vary through different Attractions.



We have **suspended some of our visitor experiences** to ensure that social distancing can be suitably maintained.

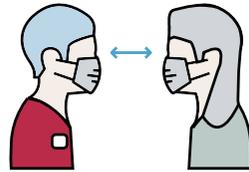


Clear markers and signage have been installed to help visitors keep a safe distance from one another and ensure that you have a safe and enjoyable visit.



SOCIAL DISTANCING MEASURES WITHIN PORTSMOUTH HISTORIC DOCKYARD CONT.

Our team of **staff and volunteers are in place to help make your visit memorable**; however, we ask that you respect social distancing guidelines at all times, when approaching team members.



There are **new hygiene screens** in the Visitors Centre and Reception areas in some of the Museums, Restaurants and Cafés, to help physically separate visitors from team members.



Please ensure you **have a suitable face mask or covering**, as per current government advice, as you will be required to cover your face throughout your visit inside the Museum.



Refreshments will be available on most sites, but there may be a limited or different menu. Some seating areas may have been reconfigured or closed, to allow for socially distancing.



CHANGES WITHIN OUR ATTRACTIONS AT PORTSMOUTH HISTORIC DOCKYARD CONT.

We are **implementing these changes** for the safety and well-being of all our visitors and our team members.



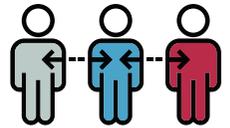
Some attractions have **implemented a one-way system**, this is to ensure a safe visitor capacity and flow, please follow these directions.



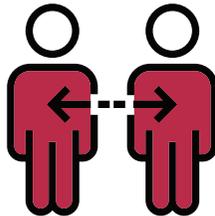
Please make sure you **read any information on entry** to each attraction, as it may vary from one Attraction to another, then follow the instructions and guidelines



You may be asked to **queue for a short period** before entering some Attractions. This is to ensure that capacity and flow of visitors allows for the required level of social distancing.



We have **introduced new social distancing measures** within the Ships, the Museums and Galleries with clear markers and signage.



Please ensure you have a **suitable face mask or covering**, as you will need to cover your face throughout your visit inside the museum, as per current government advice.



HYGIENE & DISINFECTION MEASURES WITH PORTSMOUTH HISTORIC DOCKYARD

We have **introduced additional and regular cleaning** of handrails, door handles, doorplates, exhibition panels, tables and chairs, service counters and toilets.



You may see our **staff wearing Personal Protective Equipment (PPE)** for a range of activities that they regularly perform. This may include face masks, disposable gloves, visors and hand sanitiser. This is to protect both our visitors and our team members.



We have **provided hygiene stations / hand sanitiser** dispensers around Portsmouth Historic Dockyard for our visitors and team members to use.



We politely request that **all our visitors uphold the highest possible hygiene standards** - through regular hand washing or the frequent application of hand sanitiser.



As per current government advice, please ensure you **have a suitable face mask or covering**, as you will be required to cover your face throughout your visit inside the Museum.



We've gone overboard to make it safe for you to visit Portsmouth Historic Dockyard again.

Please ensure you have read this document carefully, as everyone should be aware of the risks, conditions and their personal responsibilities, before visiting.

These are unprecedented times for everyone and whilst every effort is being taken to protect the safety and well-being of our both our visitors and team members, we hope these new measures reassure you that you can now you can bring the generations together and get lost in the stories of the past.

We thank you for your understanding.