

## ADVICE TO COACH COMPANIES

### Amgueddfa Cymru National Museum Wales – June 2021

Dear Operator,

We have enjoyed an excellent relationship with coach and bus companies and group visit organisers for many years and are delighted so many of you want to introduce your clients to the experiences our very varied seven museums can offer.

However, due to COVID 19, the nature of how we manage those visits is having to change.

We are regularly monitoring the Welsh Government's regulations on health protection for gatherings outdoors and organised activity for guidance, and have formulated our response accordingly.

We understand that this will not meet everyone's needs, but for the safety of staff and visitors we feel it is important that we can control visitor numbers and visitor behaviour in the following way:

- To manage our safety and capacity systems, we are limiting the days on which our Museums are open. However, from 28 May 2021, St Fagans National Museum of History and National Museum Cardiff will return to the opening days that were in operation pre-COVID. All museums are open on bank holiday Mondays.
- We can allow groups of up to 30 (including driver, guide etc ) to book tickets for our museums (except National Wool Museum which has a group capacity of 20). **All groups must make an advance booking.** You will be required to submit a risk assessment to the Museum to show us you are following the Welsh Government's guidelines on group and public transport. See guidelines at [https://gov.wales/restarting-public-transport-guidance-operators?utm\\_campaign=11688105\\_Internal%20send%20-%20Welcoming%20your%20clients%20back%20to%20Wales.%20Safely.&utm\\_medium=email&utm\\_source=newsletter&dm\\_i=GC7,6YILL,Q8OCG6,S03CI,1](https://gov.wales/restarting-public-transport-guidance-operators?utm_campaign=11688105_Internal%20send%20-%20Welcoming%20your%20clients%20back%20to%20Wales.%20Safely.&utm_medium=email&utm_source=newsletter&dm_i=GC7,6YILL,Q8OCG6,S03CI,1) (check)
- All visitors in the group must behave as individuals/separate households when on site and follow the normal rules on social distancing. This means they cannot gather in a group for any reason in any area of the museum, but must queue for entry as individuals / separate households, visit the museum operating as individuals / separate households following social

distancing precautions at all times, and not gather as a group again until they have exited the museum.

- We expect tour groups to behave as individuals / separate households even when they are in a museum with a significant outdoor experience, such as St Fagans National Museum of History.
- We can allow no more than one group visit per day, per museum, to allow us to safely manage each museum's capacity.
- Face coverings must be worn.
- Toilets will be open for all sites. These will have an increased hygiene regime.
- All group bookings must be made in advance – we will turn away anyone without a pre-booked visit.

Due to COVID 19 we cannot predict when our rules on group visits may change, but we hope you will want to come and see us soon. As you can appreciate, the guidelines from Welsh Government are changing regularly. We can take no financial or other responsibility if we have to cancel your booked visit due to COVID-19. We have answered some more of your questions below, but do not hesitate to contact us if you have further concerns.

### **Booking**

For the moment we ask that you book a group visit in the usual way. This means contacting someone on site. We are moving to an Eventbrite system which we will notify you about when it is installed. In the meantime the best way to contact us will be via each museum's email:

St Fagans National Museum of History, Cardiff:  
Learning.St.Fagans@museumwales.ac.uk

National Museum Cardiff: Learning@museumwales.ac.uk

National Waterfront Museum, Swansea: waterfront@museumwales.ac.uk

National Slate Museum, Llanberis: slate@museumwales.ac.uk

National Roman Legion Museum, Caerleon: romanlegion@museumwales.ac.uk

Big Pit National Coal Museum: bigpit@museumwales.ac.uk

National Wool Museum, near Carmarthen: [wool@museumwales.ac.uk](mailto:wool@museumwales.ac.uk)

## Reopening Days

Due to reduced capacity, we cannot offer the same number of opening days in some museums that we used to, and some parts of each Museum may remain closed. This grid gives the current position, the days on which each Museum will be open, and any current significant changes to the visit. The changes to the visit are altering regularly, so please look at the website for new details. Some Museums will operate on a “whole day” visit basis, while others will operate timed entry and exist slots. This will be visible on our booking site.

<b><i>Museum/Site</i></b>	<b><i>Days open each week until further notice</i></b>	<b><i>Changes to Visit</i></b>
St Fagans National Museum of History, Cardiff	Seven days per week.	The museum is open including the Life is.. and Wales is... galleries. The main café and other refreshment areas are open. A few historic buildings where social distancing could not be maintained remain closed.
National Museum Cardiff	Six days per week. Not open on Mondays except bank holidays.	A one way system will be operating. Exhibitions including Artes Mundi 9 and Becoming Richard Burton are now open. Please note: Becoming Richard Burton closes at 4pm. Currently some of our art galleries – including our world-famous impressionist gallery - remain CLOSED.
National Waterfront Museum, Swansea	Wednesday-Sunday	A one way system will be operating.
National Slate Museum, Llanberis	Wednesday - Sunday	Slate-splitting demonstrations are available but with limited capacity. Seats are allocated on a first come first served basis on the day.
National Roman Legion Museum, Caerleon	Thur -Sat	A one way system will be operating. Currently the Barrack Room remains closed. However, you can explore the Gallery, Exhibition area and Roman Garden
Big Pit National Coal Museum, Blaenafon	Thur - Sun	The Underground Tour currently remains closed. However, King Coal: The Mining Galleries is open to walk through along with the Pit Head Baths

		Exhibition building, which houses four exhibition spaces and uses objects and images to tell the story of coal mining in Wales
National Wool Museum, Carmarthenshire	Thur - Sat	A one way system will be operating.

### **Group Numbers and Behaviour**

We can accommodate one organised group of no more than 30 people (including a driver, tour guide etc) at each of our Museums per day (except National Wool Museum which has a group capacity of 20). Each booking can be for one vehicle only - i.e. we will not accept two coach bookings of 10 people each.

**We would ask each group member to behave as an individual / separate household**, and follow the normal rules on social distancing once they have alighted from the vehicle. This means they would queue for entry at the Museum as individuals/households and would operate as individuals/households when on the Museum premises, following social distancing precautions at all times.

### **Other Restrictions**

To allow us to open safely, we have had to introduce some restrictions, such as a one way system, and timed entry and exit, at some of our museums. This also means **some of the attractions that visitors are used to seeing as part of their experience will not be available. This includes the Underground Tour at Big Pit National Coal Museum which remains closed.** We advise you to check before booking if there is a particular exhibition or experience that you wish to offer to visitors.

### **Health and Safety Provision**

The health and safety of our visitors and staff is paramount and we have worked hard to minimise the COVID-19 risks at our Museums:

- Our front of house staff have received health and safety training in relation to COVID-19.
- Visitor safety guidelines are in place on site
- Social distancing measures are in place on site
- Hand sanitising stations are available for visitors and staff.
- Staff will wear face coverings and in some cases visors when interacting with visitors
- We have further increased our hygiene regime
- We will be managing visitor numbers in line with public health and safety guidelines.
- Some galleries/areas will be temporarily closed where social distancing cannot be implemented.
- We have set up new routes, such as a one-way system.

**All of our Museums have received the Visit Britain Good to Go accreditation.**

## **Face coverings**

Visitors are required to wear face coverings indoors at our Museums, in line with Welsh Government guidelines. We reserve the right to refuse entry to those not wearing a face covering without due cause for example for health and wellbeing reasons.

## **Test, Trace, Protect**

We are supporting the Welsh Government strategy of Test, Trace, Protect which requires us to alert visitors if we believe they have come into contact with someone who has tested positive/is showing symptoms of Covid 19. We will allow group bookings only where the operator is supporting the Test, Trace, Protect scheme. If there is an incident which requires us to contact visitors from the group, we will pass the information to the group organiser.

We would like to encourage visitors to download the NHS COVID-19 App and scan the QR code as they enter our museums. The codes will be placed in public areas around the building.

We request that if anyone in the group is showing any of the symptoms of coronavirus, or if they have been in contact with anyone that has the virus in the last 14 days, that you don't bring them to the Museum, as you may be turned away to reduce risks to other visitors and our staff.

## **Going Forward**

As you can appreciate, the guidelines from Welsh Government are changing regularly, which means we may have to impose more, or fewer, restrictions than those outlined in this statement. We can take no financial or other responsibility if we have to cancel your booked visit due to COVID-19. We recommend you visit our website and the Welsh Government website regularly to advise yourself of the prevailing guidelines that are in force.

We look forward to seeing you and your clients again soon.

Visitor Services, Amgueddfa Cymru