

The Collection and Usher Gallery

Frequently Asked Questions

Attraction

When will The Collection museum re-open?

The Collection museum is now open.

As part of our phased re-opening The Usher Gallery will remain closed.

Please keep a check on our website, social media or sign up to our e-newsletter for further details.

What are your opening hours?

The Collection museum will open:

Monday 10:00 – 16:00

Tuesday Closed

Wednesday to Sunday 10:00 – 16:00

Is The Collection free to enter?

Yes The Collection is free, however, to visit the museum you will need to pre-book a timed ticket online

[Book your tickets](#)

Why do I need an entry ticket if you're free?

In order to support the NHS Test and Trace service, all visitors will require a free entry ticket. This will allow us to keep a secure record of our visitors' details and date of visit for up to 21 days in line with data protection.

Which areas of The Collection will be open?

Our gift shop, archaeology gallery, cafe and orientation hall spaces will be available to visitors. Other areas will re-open as soon as possible.

What won't be available?

To help prevent the spread of the virus a number of activities will be temporarily suspended and will resume as soon as possible. These include: Lyndsey the Robot, iGuides and all tangible activities. The following areas have also temporarily closed: Usher Gallery, all exhibition spaces, children's play space and the auditorium. Please keep a check on our website, social media or sign up to our e-newsletter for further details and for future announcements on the re-opening of these spaces.

Will the café be open?

The Collection Cafe is now open. We are open from 10am - 3pm (closed Tuesdays), offering a limited menu of hot and cold drinks, sandwiches, cakes and snacks.

We are also participating in the Government's Eat Out to Help Out scheme on Monday and Wednesday

Will the lockers and buggy park be available?

The lockers and buggy park area is temporarily closed; visitors may take prams and pushchairs around the museum. We would encourage visitors not to bring in large bags or suitcases as we are unable to store these for you.

What safety and hygiene measures are in place?

To ensure the safety of our visitors and staff we have put in place a number of new social distancing measures.

- We politely request that you refrain from visiting our attraction should you start displaying any of the symptoms associated with COVID-19
- We are limiting our visitor numbers
- We are taking card payments only
- We have a one way system- entry is through our main entrance and the exit will be the education corridor. Don't worry staff will be on hand to show you this!
- We have sanitising stations throughout the museum
- We have introduced enhanced cleaning measures
- We have removed our museum interactives and touch points **(please note our play area is closed)**

Staff members will be on hand to answer any queries you have on the day of your visit.

We are asking our visitors to respect these measures to protect others and staff and to ensure enjoyment for everyone.

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

Do I need to wear a face covering?

From Saturday 8th August 2020 it will be mandatory to wear face coverings when visiting the museum. This means you will be required to wear a face mask or covering when visiting us. We kindly ask all visitors to bring their own covering, however, if you forget, we can provide you with a disposable mask on arrival.

Will there be any restrictions on how long visitors can spend in the museum?

No, please feel free to spend as long as you need.

Can my group visit? Is there a restriction on numbers who can visit?

Please refer to the latest government guidance on [social distancing](#). Until further notice it is not possible to offer guided tours or group visits due to social distancing guidelines.

Exhibitions and Events

When will the exhibitions and events resume?

Opening dates for our next exhibitions and events will be posted on our website www.thecollectionmuseum.com and will be featured on our social media pages including Facebook, Twitter and Instagram. You can also sign up to receive our monthly e-newsletter either via our website or by email: thecollection@lincolnshire.gov.uk

Will the author talks still take place?

Tickets are on sale for author events. We are monitoring the situation and working closely with the publishers and our partners Lindum Books. If an event is rescheduled we will automatically transfer tickets to the new date or refund the ticket if you cannot make the new date. If an event is cancelled the ticket will be refunded. We will keep ticket holders updated if dates change.

Will films be shown in the auditorium?

For the safety of our visitors, the film screenings will stop for the foreseeable future, we will resume screenings as soon as it is safe to do so.

When will life drawing be able to resume?

We will only be able to resume life drawing once the government guidelines allow, currently we are going to review the situation in September. The health and safety of our visitors, participants and staff is always our top priority.

When will yoga be able to resume?

We will only be able to resume yoga once the government guidelines allow, currently we are going to review the situation in September. The health and safety of our visitors, participants and staff is always our top priority.

Learning

Will school visits be permitted?

The learning team will be guided by the sites themselves and consider which phase of the opening plan they will be able to safely deliver workshops on site. There will be full response to social distancing and health and safety for all visitors.

Are loan boxes still available to be hired out?

The new outreach kits are being reconfigured and formatted over the summer. Hygiene guidelines are being reviewed to ensure safety when hired. The date when these can be hired out has not been finalised (it will link to site safety measures) and details will be posted digitally.

I am thinking of making a future school/group visit, can I carry out a risk assessment or see the areas?

Contact the team via Investigate-Learning@lincolnshire.gov.uk if you would like us to discuss our learning resources or experiences further.