**PLEASE READ AT THE START OF YOUR SHIFT AND NOTE CHANGES**

**GUIDANCE FOR DESK VOLUNTEERS –**

* You will be given a sheet with the details of visitors who have booked tickets for the day – showing names, time, whether they have booked a tour or exclusive access and confirmation that they have paid. This sheet is also to be used for shop sales.
* For those who have booked online there is no need to ask them for tickets – just ask them for their name.
* If visitors have registered for the NHS track and trace app the QR code is on the front door and a copy is on the noticeboard in the hall.
* You should wear a mask whilst on the desk whilst there are visitors, staff or other volunteers in the house. If you have a medical exemption we will provide a plastic face shield.
* Visitors must wear a face covering unless they have a medical exemption. Visitors may purchase a mask for 50p if they do not have one with them.
* DONOT ask for a donation.
* The audio guide is available on our website to download before they arrive or alternatively to listen via our wifi. The wifi code is on the glass at the front of the desk. The audio guide can be found on the *visit us* page of the website under *ticketed access to Erasmus Darwin House.*
* The leaflet is also available to download prior to their visit or alternatively they can take one from the noticeboard by the ladies toilet. – DONOT hand them a leafet.
* We are keeping the ladies toilets open for male/female/disabled access and also for volunteer use. The men’s toilets will remain closed.
* There are gloves by the commonplace book for them to use to turn the pages – they should then dispose of them in the bin provided.
* As they are all from one household there is no need for them to social distance amongst themselves but there are notices to remind them to social distance with staff/volunteers.
* ACCESS IS BY PRE BOOKED TICKET ONLY AND LIMITED TO A MAXIMUM OF 6 PEOPLE FROM ONE HOUSEHOLD INC THEIR BUBBLE.
* If you have vacant slots you can take a booking on the day and visitors can pay by cash or card.- you will need to take their name and tele no for the Gov track and trace
* Tickets for any other events are to be booked online or via the office.
* Card payments for shop purchases are to be used where possible but if you need to accept cash please use gloves provided. Please note that National Art Pass holders and the new Lichfield Card get 10% discount in the shop.
* Visitor tickets give them one hour in the museum. You may allow them to over-run by 15 minutes but then politely explain that their session is over as we need to sanitise areas ready for the next visitors.
* Between each group of visitors, the museum should be sanitised by the volunteer – see the separate cleaning sheet.
* Before they leave mention the self-guided tour of the cathedral for £4. If they enjoyed their visit, ask them to provide feedback on trip advisor.
* Cash up at the end of the day – leaving the £40 float in the till.
* Staple the daily sheet, list of art ticket visitors, cleaning schedule and daily takings together.