**PLEASE READ AT THE START OF YOUR SHIFT**

**GUIDANCE FOR DESK VOLUNTEERS –**

* At the start of each day you will be given

1. a sheet with the details of visitors who have booked tickets for the day –

showing the name of the person who has booked and the time on their ticket

2. A sheet for the track and trace system which you must complete

for **each visitor**

3. The usual sales sheet – with the cleaning schedule on the reverse

* For those who have booked online there is no need to ask them for proof of tickets – just ask them for their name.
* It is now a requirement that we take the names and contact number for all individual visitors. Please fill in the details on the daily track and trace form and encourage people to scan the QR code.
* All volunteers, visitors and staff must wear a **FACE MASK** at all times, when they are in the museum. Children under 11 are not required to wear a mask. If you have a medical exemption, or prefer to also wear a plastic face shield, we will provide these for you. If visitors do not have a facemask and are not medically exempt, please provide them with a free face mask.
* **DONOT** ask for a donation. Visitors will have paid to enter.
* The audio guide is available on our website to download before they arrive or alternatively 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 reception glass top – **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.
* ACCESS IS BY TICKET ONLY. Initially we will allow a maximum of 4 adults and 2 children every 30 minutes. Visitors should remain in their family group and must observe social distancing rules when in the same space as other visitors. They must also follow the one-way system and only enter the pinch point areas when they are free.
* 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.
* Please sanitise the areas visitors may have touched with the anti-bacterial wipes when you can see that a room is empty of visitors – as a minimum, this should be completed at least once per hour. See reverse of daily sheet for cleaning schedule.
* **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 and track and trace details together.

PROCEDURE FOR GREETING VISITORS

Visitors who have prebooked tickets will be instructed to wait in one of the designated waiting areas – signs will indicate these in the garden area (by the plant stand and by the green door at the back of the office). Visitors will have told to arrive no more than 5 minutes before their ticket time.

Once you can see visitors waiting in a designated area – greet them, even if it is slightly before their ticket time.

Welcome the group to the house and explain that they will get an introduction to Erasmus Darwin on the video upstairs. Please do this outside if weather permits

1. They should follow the oneway system

2. They should only enter the staircases and corridors when they are free.

3. They should observe social distancing

4. Households should stay together

5. Facemasks must be worn whilst they are in the museum

Take the family group into reception and ask for the names and phone numbers of all of the party – you should fill these in on the track and trace sheet.

Direct them up the stairs (explaining the option of the lift if they prefer)

If the bookings are not full visitors can pay on the door. They should not be admitted to the museum until the pre booked customers are in the library. DONOT EXCEED the 4 adults and 2 children per half hour.