**VOLUNTEERS MUST READ THIS BRIEFING AT THE START OF EACH SHIFT**

**GUIDANCE FOR DESK VOLUNTEERS – updated 6 August 2021**

**Museum will continue with**

* The wearing of facemasks unless medically exempt
* One way system in museum
* Regular cleaning of items touched
* Very brief intro
* Not handing leaflets to people
* Limit entry to museum to 10 people per 15 minutes with overall maximum at any time of 20-22 in the museum. Use the counter to count people in and out
* Card payments for shop purchases are to be used where possible but please wash/sanitise your hands after handling cash

**No longer needed**

* Gov regulations **no longer require individuals** to provide name and tele no on the daily track and trace form or scan the QR code. We should encourage visitors to use the QR code or leave their details but they are not obliged to do so.

**Changes**

* Free entry for children of 11 years and under providing they are accompanied by at least one adult ticket holder.
* Simplified daily sheet
* The online booking system will allow visitors to book tickets up to 10.30 am on the day of their visit.

To avoid visitors thinking we are fully booked if they check the booking system for the current day and find it shows no tickets available, the desk phone number will be provided on the website for them to check today’s availability only. Keep a note on the back of the daily sheet of the telephone bookings taken for that day. Bookings for future dates need to be made online or with the office.

PROCEDURE FOR GREETING VISITORS

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

If visitors are paying on the door – explain the gift aid option. If they chose to pay the extra 40p per person, they need to complete the gift aid slip for us to claim the gift aid from the gov.

Give visitors a brief introduction – no more than a couple of minutes so that the reception area does not become congested. We also want them to learn about Erasmus and the Lunar Society themselves from the information in the museum.

The introduction should include that

1. They should follow the one-way 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

Facemasks **must** be worn whilst they are in the museum (unless exempt)

**DONOT** ask for a donation. Visitors will have paid to enter.

**DONOT hand them a leaflet –** they can take a leaflet if they wish

Tickets for any other events are to be booked online or via the office.

**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.**